FOIAonline
Administration Guide

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Revision Log

Date	Version No.	Description	Author	Reviewer	Review Date
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1 Administration Tab Overview

1.1 User Roles

Users with the National Team and Coordinator roles have access to the Administration tab. You can edit information for your agency, or sub-agency, and offices below. National Team users sit at the highest level of the agency, so they can edit generic agency information that populates the Annual Report, detailed information for all components, and configuration items that affect the entire agency. Coordinators typically sit at lower levels of the agency; they can edit the information and structure of their office and below.

1.2 Navigation

There are two areas within the Administration tab: Agency Administration and Agency User Administration.

Within the Agency Administration section, there are four tabs: Details, Agency Information, Configuration, and Letters. Users with the National Team role have access to all four tabs, while Coordinators have access to the Details, Configuration, and Letters (only at the 2nd level) tabs for their component and below.

The information that displays in the Agency Administration section correlates to the agency or component you are currently viewing. The components that display in the left-side menu change dynamically depending on the component currently being viewed. The active component displays in blue text, while the component(s) that exist above and below it, if applicable, display accordingly.

The Agency User Administration section allows you to add, edit, or delete users that exist at your level and below.

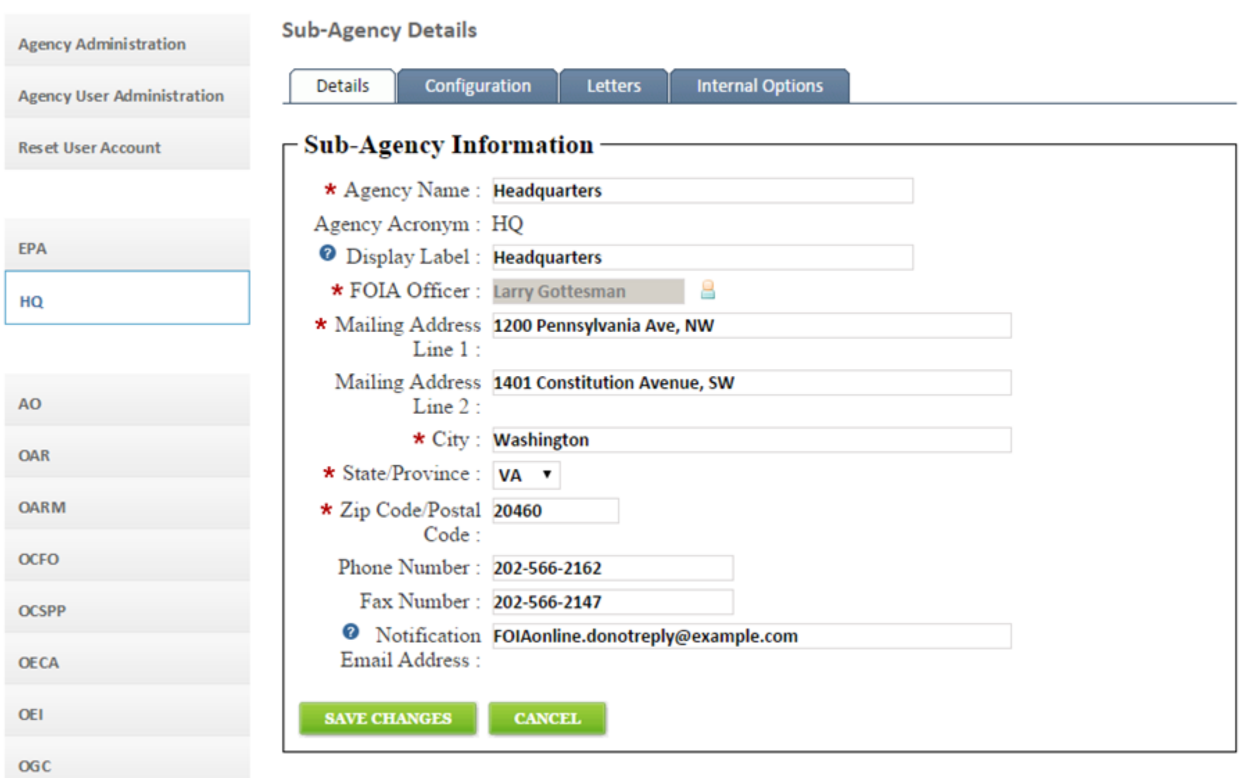


Exhibit 1-1 Administration Navigation

2 Agency Administration – Details Tab

The Agency Administration – Details tab is available to all National Team users at the L1 agency. This tab contains the following sections: Agency Information (2.1), Agency Terms/Acronyms (2.2), and Sub-Agencies (2.3).

2.1 Agency Information Section

The Agency Information section is populated with the contact information for each office and also populates Section I of the Year-End Annual Report (8.1.1.) for the L1 agency.

This section is available to users with the National Team role. At lower levels of the agency, this section is re-named Sub-Agency Information and is available for each component. Users with the National Team role can access lower level component's Sub-Agency Information using the left-side menu. Coordinators have access to the Sub-Agency Information for their level and below.

1. **Agency Name** is a required free-text field, which can be edited at anytime. This entry for the L1 agency populates Section I.1 of the Year-End Annual Report.
2. **Agency Acronym** displays as a read-only field.

   *Note: If your office acronym changes, then please contact the Help Desk to have that change reflected in FOIAonline.
3. **Display Label** is an optional, free-text field, which populates the Agency Selection drop-down menu on the Create Request page. This is viewable by both public and agency users during the FOIA request submission process.
4. **FOIA Officer** serves two purposes: 1. Populates I.1 of the Year-End Annual Report and 2. Receives automatic request assignments on the 11th day of a FOIA request remaining in the Unassigned Cases dashboard of the L1 agency.

   Click the **FOIA Officer** field to launch the **Select Individual** popup and search for an agency user who has a system account.
5. The **Mailing Address, Phone Number,** and **Fax Number** are free-text fields that populate Section I.1 of the Year-End Annual Report.
6. The **Notification Email Address** is the "From" address used when sending notifications to requesters.

   *Note: If no email address is specified in a component, then the system looks up the organizational chain to find the closest value. If no email address is specified within the entire agency, then the system uses a default no-reply email address to send notifications.
7. Press the **Save Changes** button to save any modifications.

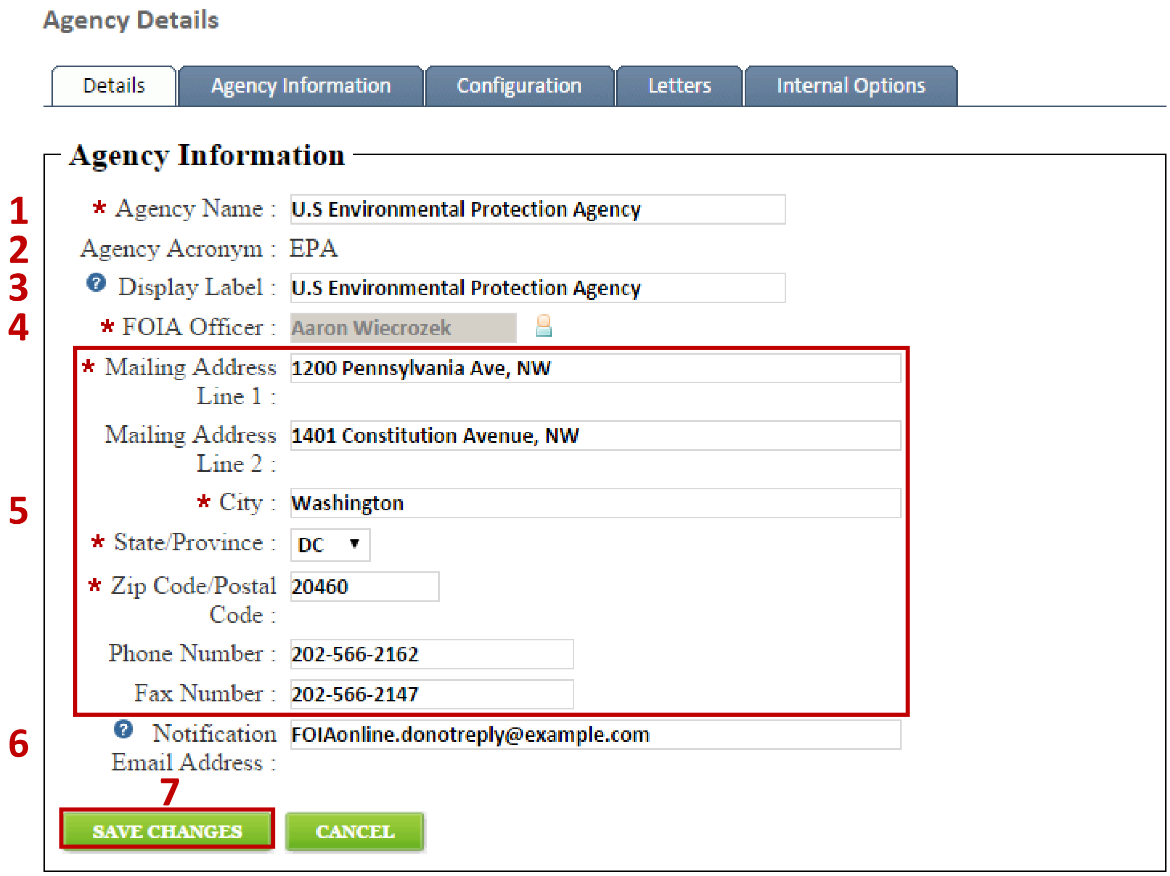
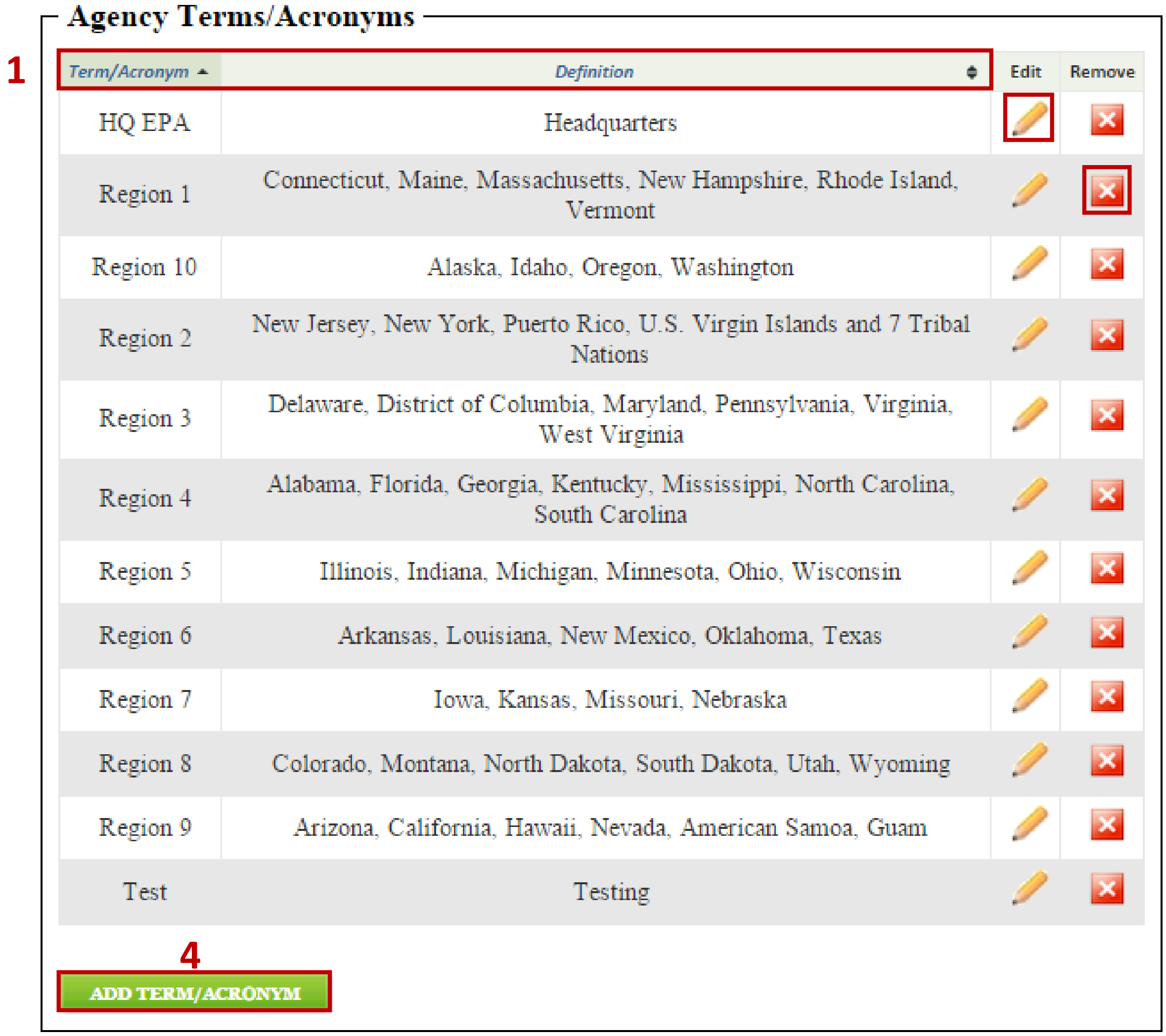


Exhibit 2-1 Agency Information Section

2.2 Agency Terms/Acronyms Section

Agency Terms/Acronyms is only available to National Team users at the highest level of the agency. This section populates Section III.1 of the Year-End Annual Report.

1. Click the **column headers** to sort the terms/acronyms.
2. Click the **pencil icon** to edit the term or acronym.
3. Click the **remove icon** to delete the term or acronym from the list. This launches a popup for you to verify the deletion. Press the **Yes** button on the verification prompt to remove the item.
4. Press the **Add Term/Acronym** button to expand the **Add Term/Acronym Definition** section.



Agency Terms/Acronyms

Term/Acronym	Definition	Edit	Remove
HQ EPA	Headquarters		
Region 1	Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont		
Region 10	Alaska, Idaho, Oregon, Washington		
Region 2	New Jersey, New York, Puerto Rico, U.S. Virgin Islands and 7 Tribal Nations		
Region 3	Delaware, District of Columbia, Maryland, Pennsylvania, Virginia, West Virginia		
Region 4	Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina		
Region 5	Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin		
Region 6	Arkansas, Louisiana, New Mexico, Oklahoma, Texas		
Region 7	Iowa, Kansas, Missouri, Nebraska		
Region 8	Colorado, Montana, North Dakota, South Dakota, Utah, Wyoming		
Region 9	Arizona, California, Hawaii, Nevada, American Samoa, Guam		
Test	Testing		

Exhibit 2-2 Agency Terms/Acronyms Section

5. Enter a **Term/Acronym** and **Definition**.
6. Press the **Save Changes** button to add the term to the list.

Exhibit 2-3 Add Term/Acronym Definition

2.3 Sub-Agencies Section

At the highest level of the agency, National Team users see all level 2 components listed in the Sub-Agencies section.

1. Click the **column headers** to sort the sub-agencies.
2. Click the **pencil** icon to edit a sub-agency's **Name**, **FOIA Officer**, and **contact information**.
3. Click the **arrow icon** to change the order of the sub-agencies. This affects the display order of the

sub-agencies in the left-side menu and the order of the sub-agencies in the Year-End Annual Report.

4. Press the **Add Sub-Agency** button to expand the **Add New Sub-Agency** section.

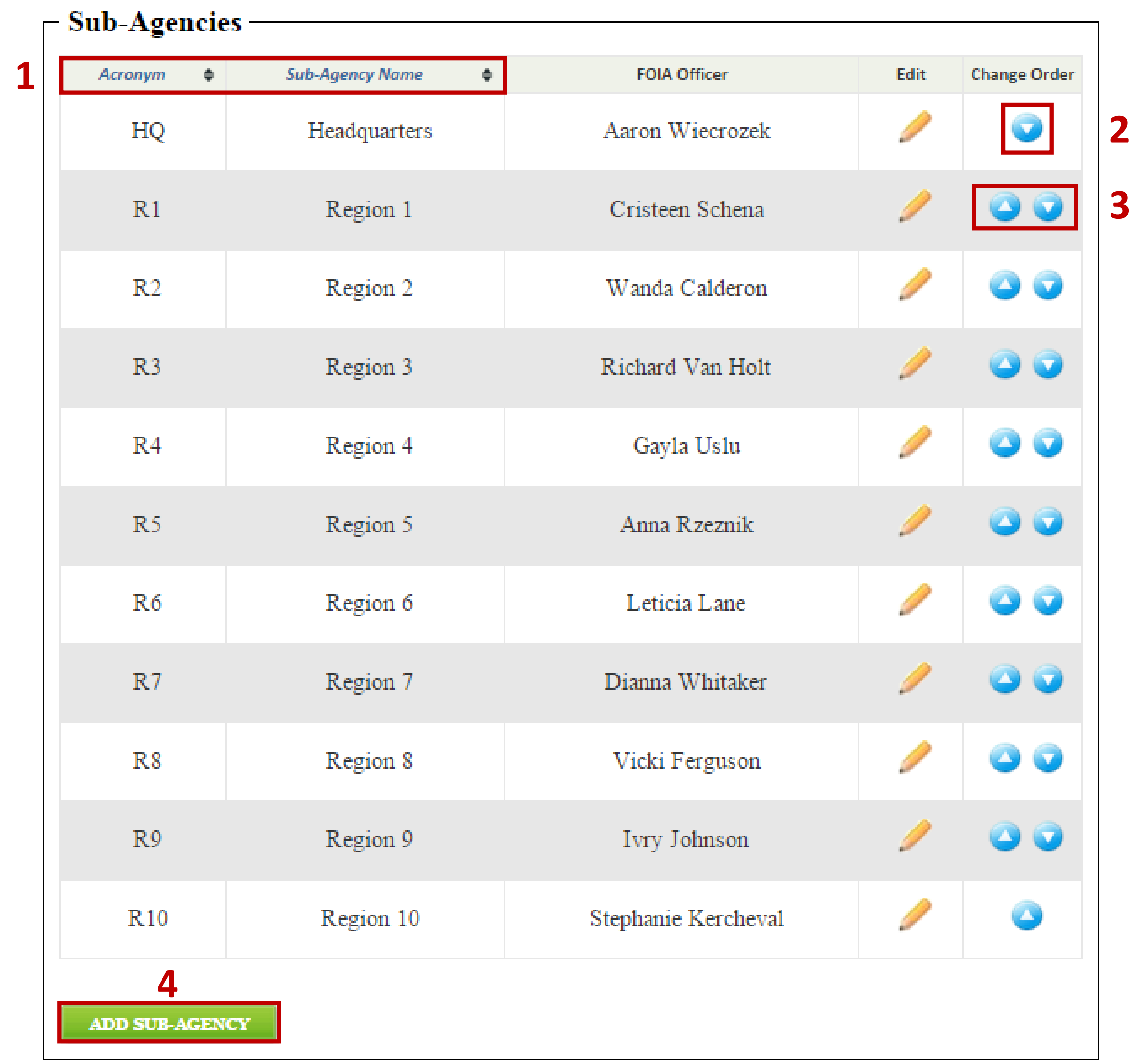


Exhibit 2-4 Sub-Agencies Section

5. Enter an **Acronym** and **Name**.

   *Note: The **Acronym** field cannot contain either special characters or spaces. The **Name** field will populate the Sub-Agency selection drop-down menu on the Create Request page if your agency allows direct submission at lower component levels.

6. Click the **FOIA Officer** field to launch the **Select Individual** popup and search for the appropriate agency user.

7. Press the **Save Changes** button to create the new sub-agency.

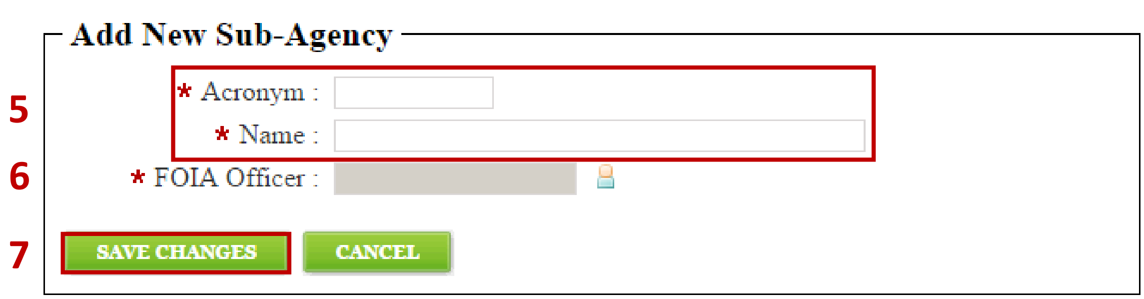


Exhibit 2-5 Add New Sub-Agency

3 Agency Administration – Agency Information Tab

The Agency Administration – Agency Information tab is only available to users with the National Team role at the level 1 agency.

The Agency Information tab typically contains two sections: Agency Annual Report Configurable Items and Agency Submission Configurable Items. If your agency allows expedited processing on appeals, then you will also have access to a third section, Appeal Submission Configurable Items.

3.1 Agency Annual Report Configurable Items Section

The fields contained in the Agency Annual Report Configurable Items section populate various sections of the Year-End Annual Report.

1. **Electronic Address for Report on the Agency Web Site** populates section I.2.
2. **Agency Regulations Can Be Found at the Following Website** populates section XI.
3. **How to Obtain a Copy of the Report in Paper Form** populates section I.3.
4. **Making a FOIA Request** populates section II, combining sub-sections 1 and 2, as indicated by the 2008 Guidelines for Agency Preparation of Annual FOIA Reports, into one text field.
5. Press the **Save Changes** button to save any modifications.

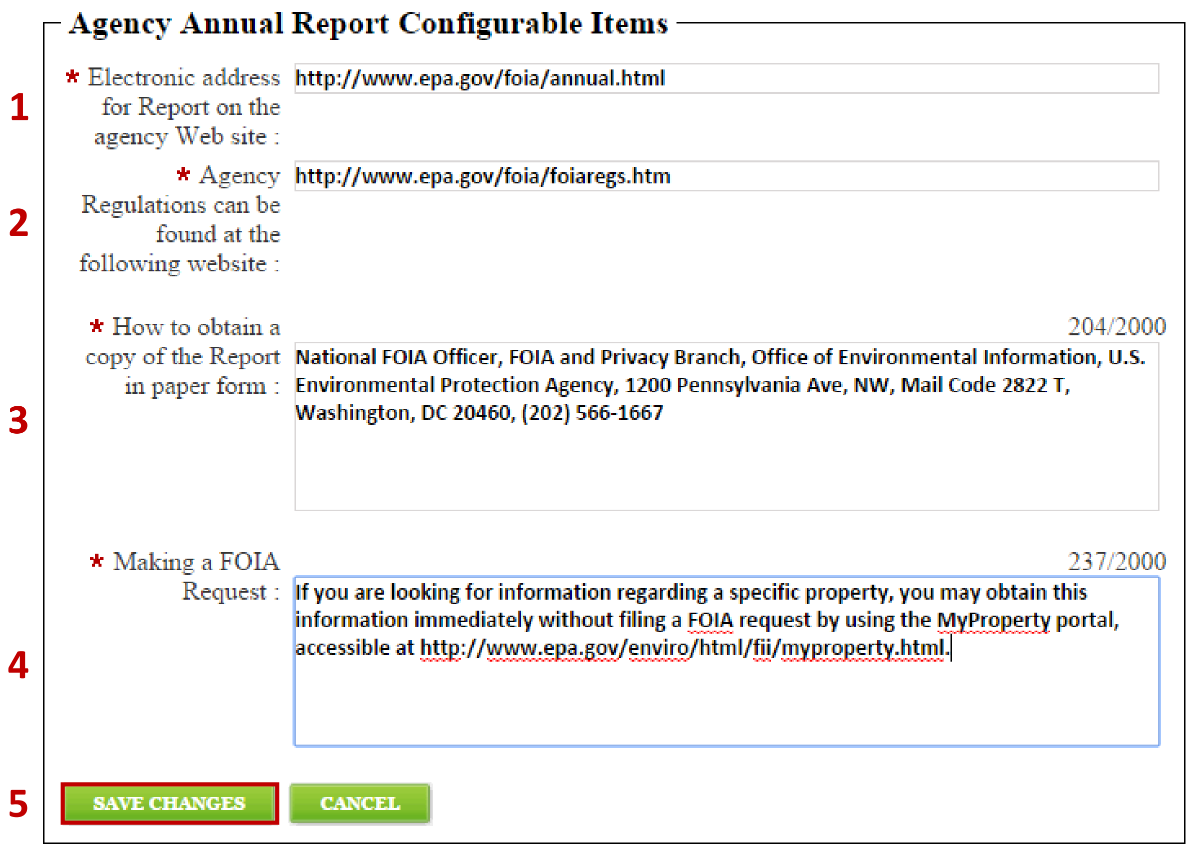


Exhibit 3-1a Agency Annual Report Configurable Items

EPA FOIA ANNUAL REPORT
FOR
10/01/2014
THROUGH
09/30/2015

The following **Annual Freedom of Information Act** report covers the Period 10/01/2014, through 09/30/2015, as required by 5 U.S.C. 552.

I. **BASIC INFORMATION REGARDING REPORT**

1. Name, Title, Address, and Telephone Number
   Larry F. Gottesman
   National FOIA Officer
   Headquarters
   U.S Environmental Protection Agency
   1200 Pennsylvania Ave, NW
   Washington, DC 20460
   202-566-2162
2. Electronic address for Report on the agency web site.
   http://www.epa.gov/foia/annual.html
3. How to obtain a copy of the report in paper form.
   National FOIA Officer, FOIA and Privacy Branch, Office of Environmental Information, U.S. Environmental Protection Agency, 1200 Pennsylvania Ave, NW, Mail Code 2822 T, Washington, DC 20460, (202) 566-1667

II. **MAKING A FOIA REQUEST**

1. If you are looking for information regarding a specific property, you may obtain this information immediately without filing a FOIA request by using the MyProperty portal, accessible at http://www.epa.gov/enviro/html/fii/myproperty.html.

XI. **FOIA REGULATIONS**

1. For more information, please consult the following website:
   http://www.epa.gov/foia/foiaregs.htm

Exhibit 3-1b Year-End Annual Report Corresponding Sections

3.2 Agency Submission Configurable Items Section

The free-text fields contained within the Agency Submission Configurable Items section allow for configurable instructional text, which can be modified at any time. Information entered here populates the Create Request page.

For public users creating a request, generic submission text displays until an agency is selected from the Agency dropdown at which time the generic text is replaced by the selected agency's configurable text.

1. **Overall Instructional Text** displays at the bottom of the Agency Selection section.
2. **Expedited Processing Instructional Text** displays in the Expedited Processing section.
3. **Fee Waiver Instructional Text** displays in the Fee Waiver section.
4. Press the **Save Changes** button to save any modifications.

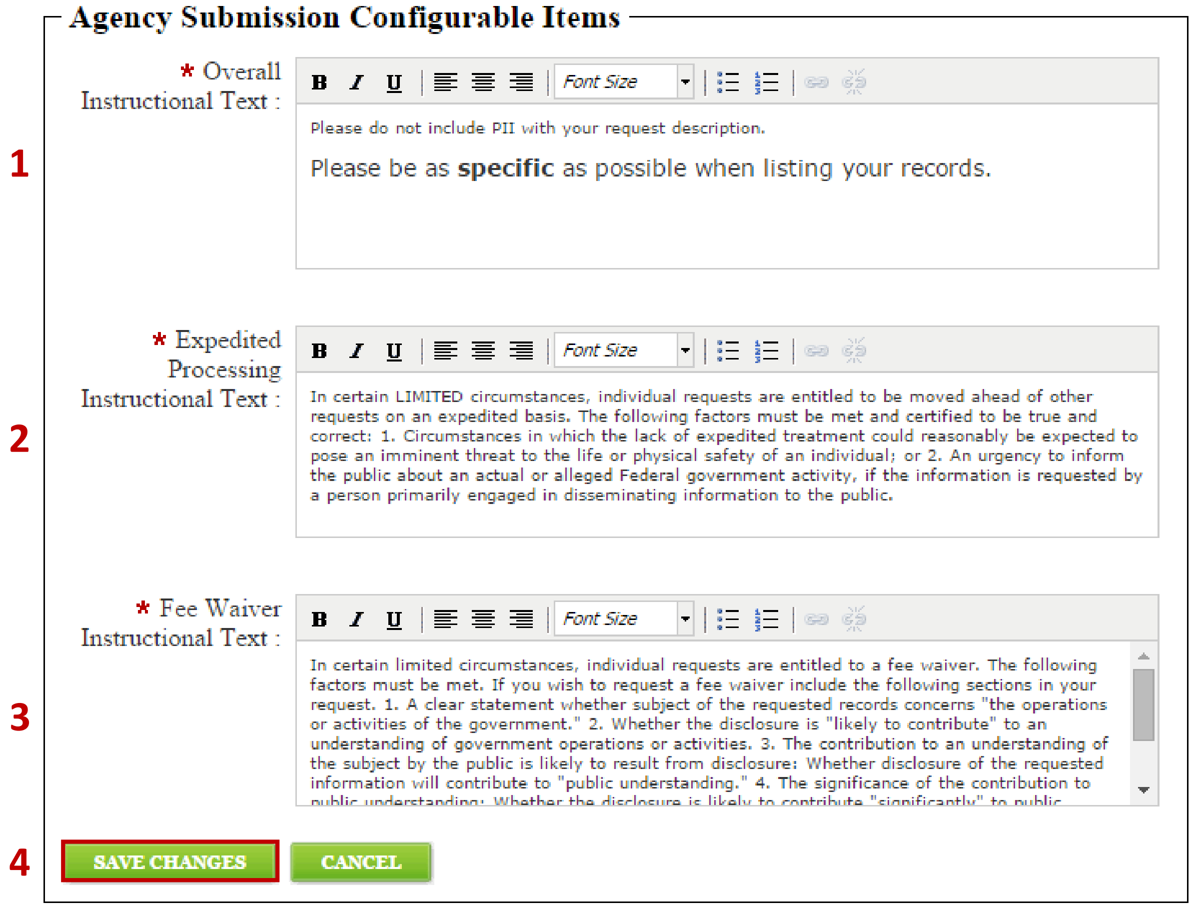


Exhibit 3-2 Agency Submission Configurable Items

3.3 Appeal Submission Configurable Items

The Appeal Submission Configurable Items section will only be available for agencies that allow expedited processing on appeals. The free-text field contained within this section allows for configurable instructional text, which can be modified at any time. Information entered here populates the New Appeal and Appeal Existing Request pages.

For registered users appealing a request, generic submission text displays until an agency is selected from the Agency dropdown at which time the generic text is replaced by the selected agency's configurable text.

1. **Expedited Processing Instructional Text** displays in the Expedited Processing section.
2. Press the **Save Changes** button to save any modifications.

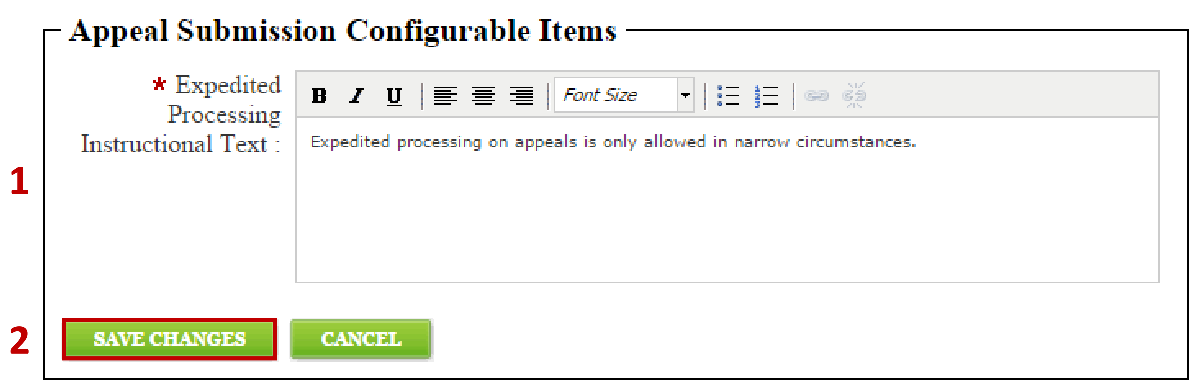


Exhibit 3-3 Appeal Submission Configurable Items

4 Agency Administration – Configuration Tab

The Agency Administration-Configuration tab is available to users with the National Team and Coordinator roles. The Configuration tab contains the following sections: Agency Configurable Items, Agency Invoice Configuration, Statutes Used, Subtypes Used, Request Dispositions, Appeal Dispositions, Record Retention Configuration, Appeal Configurable Items, and Appeal Record Retention Configuration.

4.1 Agency Configurable Items Section

1. Enter a numeric value in the **Agency Fee Limit** field to pre-populate the Willing to Pay Up To field on the Create Request page. This is just a suggested value and can still be modified by the requester during request creation.

2. **Nominal Cost** is the cost below which the agency does not charge the requester.

   *Note**:** If the charges entered on the Admin Cost tab minus any requester discounts total an amount less than the nominal cost, then when the agency user clicks the Generate Invoice action, the system displays a notification prompt and generates a 0 dollar invoice.

3. **Loaded Rate** is the total cost to the agency for one hour of an employee's work, including all overhead. This field is not required to have a value.

   *Note: If a Loaded Rate **is applied** here, and **Bill at Cost** set to **Yes**, then it is not modifiable on an individual user basis.

   If the Loaded Rate **is not applied** here, and **Bill at Cost** set to **Yes**, then the loaded rate is set on an individual user basis via Agency User Administration (6).

4. Check the **Update All Rates?** checkbox to apply the modified **Loaded Rate** and **Bill At Cost** selection to every agency user.

5. Select **Yes** from the **Bill at Cost** drop-down menu to indicate that agency users bill time using the **Loaded Rate**.

   Select **No** from the **Bill at Cost** drop-down menu to indicate that agency users bill time using one of three standard rates (e.g., clerical, professional, or managerial). The rate can then be selected for each individual user via the Agency User Administration (6).

6. The **configurable charge type** fields indicate the agency cost for each of these charge types. The values set here display as read-only when the corresponding charge type is selected from the Admin Cost tab, on either a request or appeal.

7. The **Remittance Address** and **Phone Number** fields populate the **Mail Payment To** section of the system-generated invoice.

   *Note: This is a required field at the L1 and can be optionally set at lower levels of the agency. If no remittance address is set at a particular component, then the system uses the remittance address saved at the L1.

8. The **FOIA Help URL** populates the Create Request page. This field is not required to have a value.

9. The **Minimum Number of Reviewers for Requests** field determines the Case File Review process (step 2 of the 3 step close-out process).

   *Note: Having a reviewer requirement (a value of 1 or higher) requires that the specified number of individuals be added to the Review tab prior to the request owner beginning the request close-out process. Each of these reviewers then receives a Review task once the close out process is initiated and the close out process cannot proceed until all reviewers have completed their review tasks.

   Having a "0" value means the case file review step is not required.

The minimum reviewer requirement can be set independently at every level of the agency.

10. Check the **Update All for Requests?** checkbox to apply the Minimum Number of Reviewers for Requests value for your office and below. Leave the checkbox un-checked to only apply a modification for your office.
11. The **Minimum Number of Reviewers for Consultations** field determines the Case File Review process for consultations. This functions in the same manner as requests.
12. Check the **Update All for Consultations?** checkbox to apply the Minimum Number of Reviewers for Consultations to your office and below. Leave the checkbox un-checked to only apply a modification for your office.
13. Check the **Admin Cost** checkbox(es) next to the desired case file type(s) to require administrative costs be entered prior to case file closure. This requirement can be set independently at every level of the agency.
14. Check the **Update All for Designated Case Files?** checkbox to apply the Admin Cost selections for your office and below. Leave the checkbox un-checked to only apply a modification for your office.
15. Press the **Save Changes** button to save any modifications.

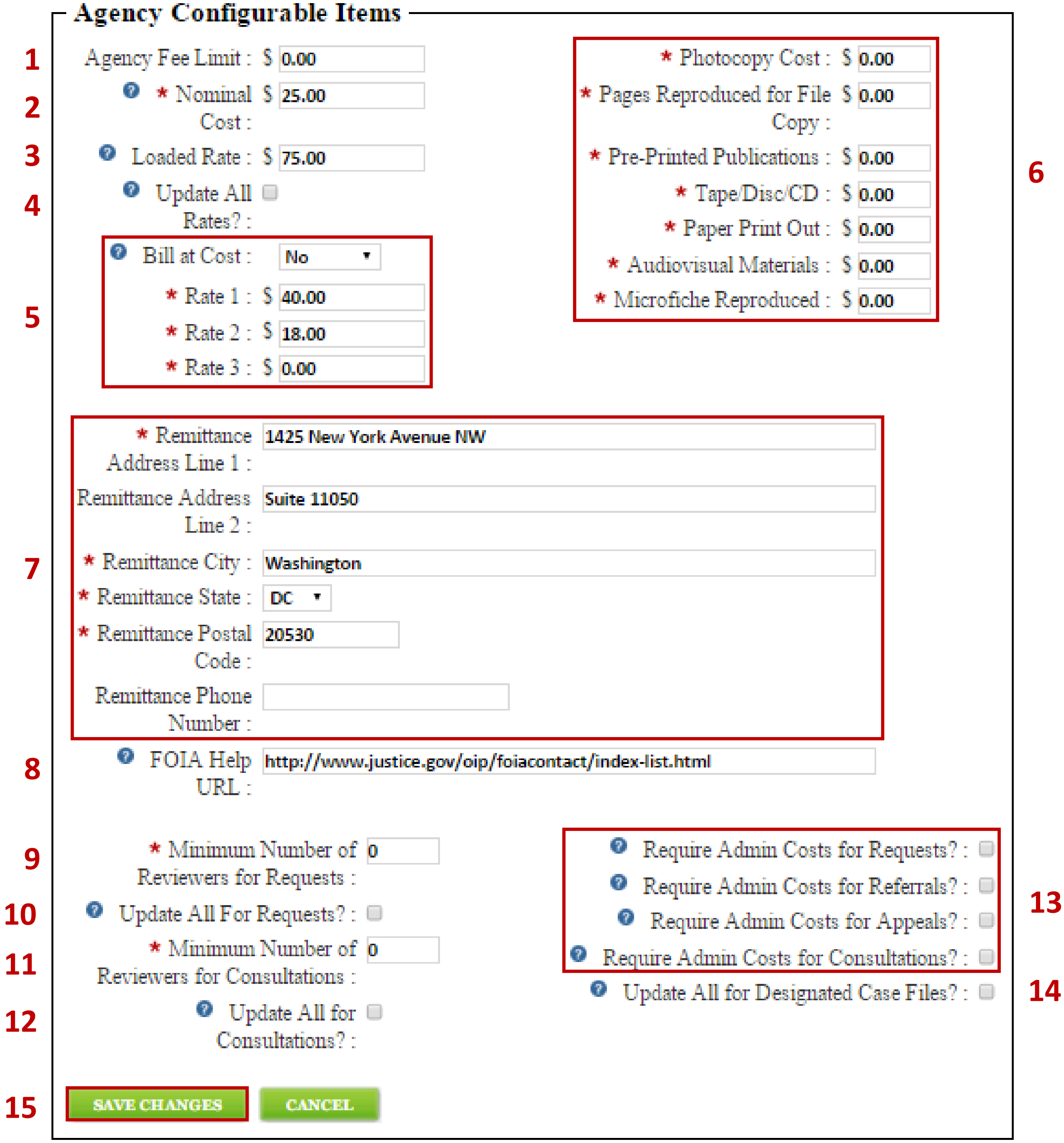


Exhibit 4-1 Agency Configurable Items

4.2 Agency Invoice Configuration

The free-text field contained within the Agency Invoice Configuration section allow for configurable instructional text, which can be modified at any time. Information entered here pre-populates the Invoice Comments/Instructions section on both the Final Disposition page and the system generated invoice.

1. **Invoice Instructional Text** pre-populates the Invoice Comments/Instructions section on both the Final Disposition page and the system generated invoice.
2. Press the **Save Changes** button to save any modifications.

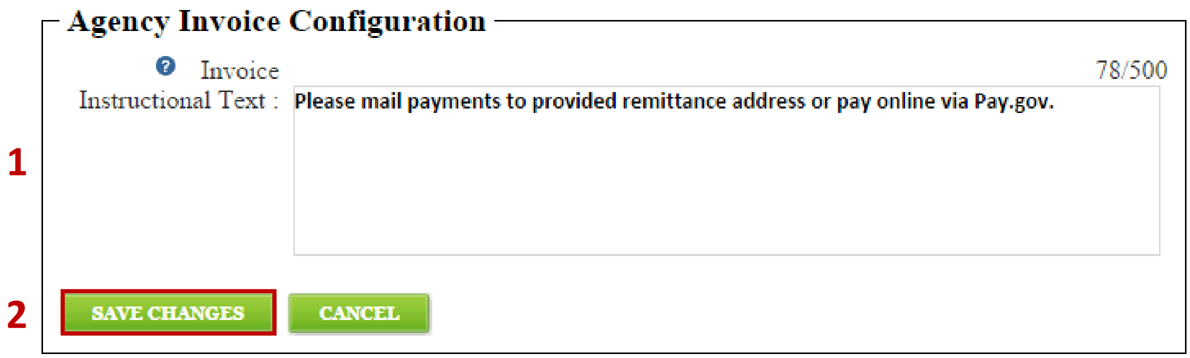
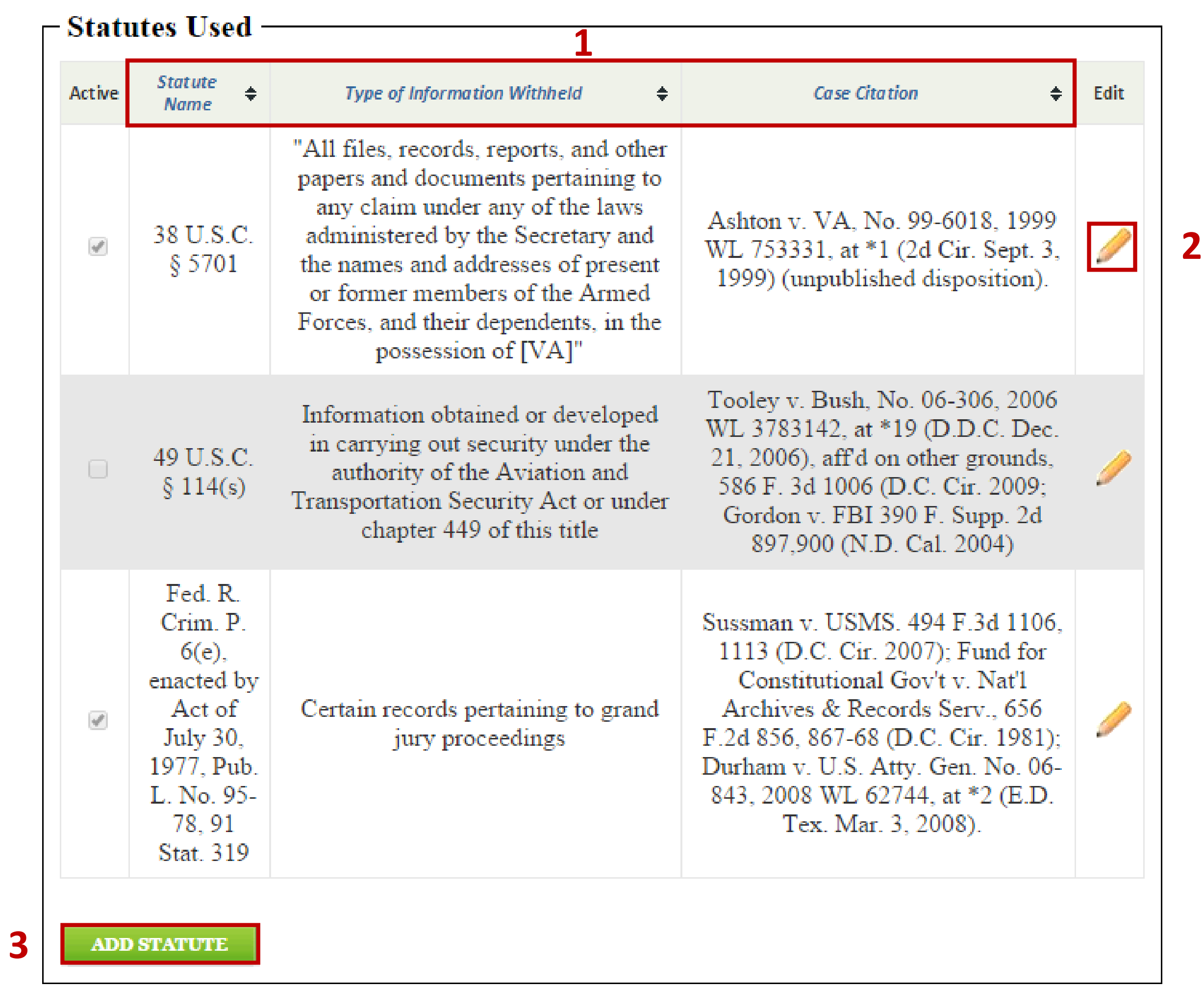


Exhibit 4-2 Agency Invoice Configuration

4.3 Statutes Used Section

The Statutes Used section is used to manage and maintain the list of Exemption 3 statutes. This section is only available to National Team users at the highest level of the agency. Items captured in the Statutes Used section reflect all of the active and inactive Exemption 3 statutes that have been added to the system.

1. Click the **column headers** to sort the items in the table.
2. Click the **pencil icon** to edit the statute.
3. Press **Add Statute** to expand the **Add Statute** section.



Active	Statute Name	Type of Information Withheld	Case Citation	Edit
✓	38 U.S.C. § 5701	"All files, records, reports, and other papers and documents pertaining to any claim under any of the laws administered by the Secretary and the names and addresses of present or former members of the Armed Forces, and their dependents, in the possession of [VA]"	Ashton v. VA, No. 99-6018, 1999 WL 753331, at *1 (2d Cir. Sept. 3, 1999) (unpublished disposition).	
	49 U.S.C. § 114(s)	Information obtained or developed in carrying out security under the authority of the Aviation and Transportation Security Act or under chapter 449 of this title	Tooley v. Bush, No. 06-306, 2006 WL 3783142, at *19 (D.D.C. Dec. 21, 2006), aff'd on other grounds, 586 F. 3d 1006 (D.C. Cir. 2009; Gordon v. FBI 390 F. Supp. 2d 897,900 (N.D. Cal. 2004)	
✓	Fed. R. Crim. P. 6(e), enacted by Act of July 30, 1977, Pub. L. No. 95-78, 91 Stat. 319	Certain records pertaining to grand jury proceedings	Sussman v. USMS. 494 F.3d 1106, 1113 (D.C. Cir. 2007); Fund for Constitutional Gov't v. Nat'l Archives & Records Serv., 656 F.2d 856, 867-68 (D.C. Cir. 1981); Durham v. U.S. Atty. Gen. No. 06-843, 2008 WL 62744, at *2 (E.D. Tex. Mar. 3, 2008).	

Exhibit 4-3 Statutes Used Section

4. Enter information into the **Statute**, **Type of Information Withheld**, and optionally, the **Case**

Citation fields.

*Note: The information entered here populates Section IV of the Year-End Annual Report.

5. Select **Yes** from the **Make Agency Statute Active?** drop-down menu to have the statute available to apply to records via the Exemption 3 Statutes multi-select.

   Select **No** from the **Make Agency Statute Active?** drop-down menu to make the statute inactive and **not** available to apply to records.

6. Press the **Save Changes** button to create the new statute.

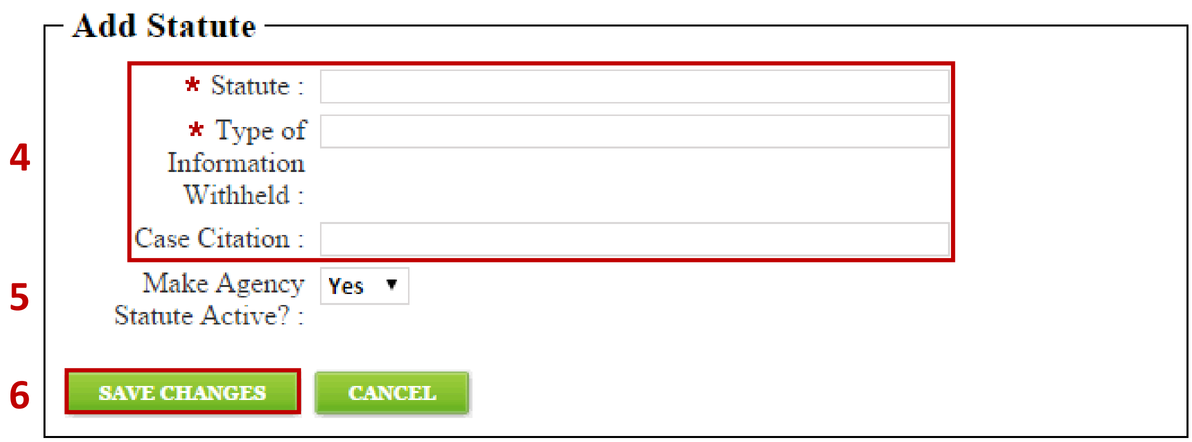


Exhibit 4-4 Add Statute

4.3.1 Active Statutes

All active statutes populate the Statutes multi-select when Ex. 3 is selected on either the Edit Responsive Record page or the Appeal Final Disposition page. Inactive statutes will always be available in the Statutes Used section of the Administration tab if needed but will not populate this multi-select field.

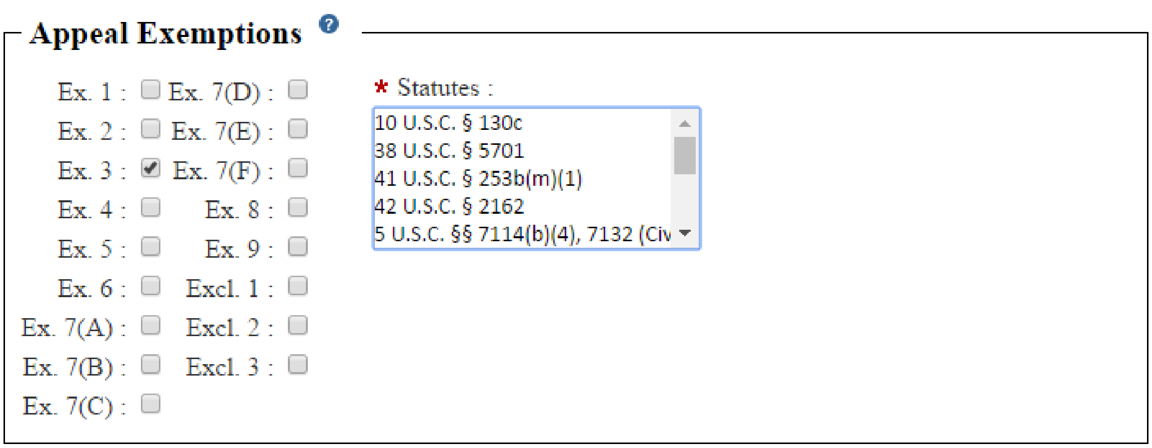


Exhibit 4-5 Active Statutes Shown in Appeal Exemptions Section

4.4 Subtypes Used Section

The Subtypes Used section is used to manage and maintain the list of Exemption 5 subtypes. This section is only available to National Team users at the highest level of the agency. Items captured in the Subtypes Used section reflect all of the active and inactive Exemption 5 subtypes that have been added to the system.

1. Click the **column header** to sort the items in the table.
2. Click the **pencil icon** to edit the subtype.
3. Press **Add Subtype** to expand the **Add Subtype** section.

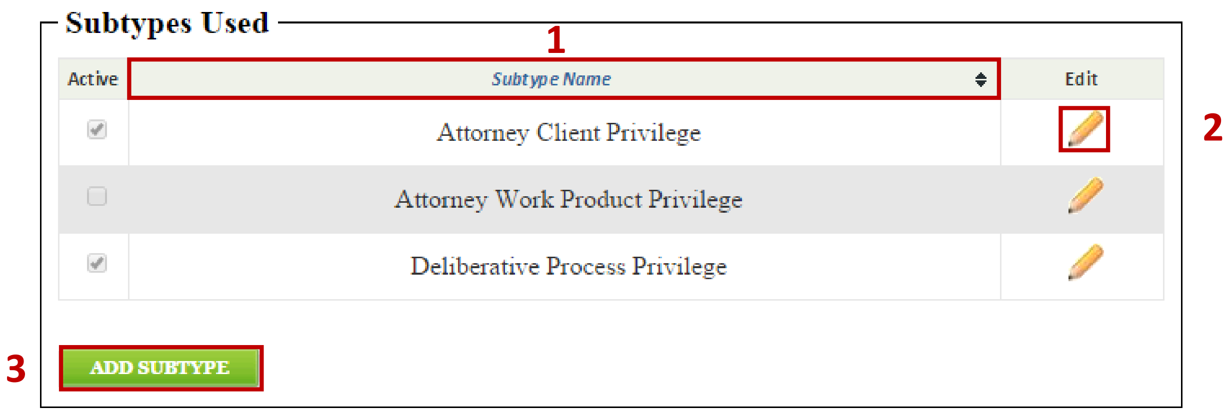


Exhibit 4-6 Subtypes Used Section

4. Enter information into the **Subtype** field.
5. Select **Yes** from the **Make Agency Subtype Active?** dropdown to have the subtype available to apply to records via the Exemption 5 Subtypes multi-select.

   Select **No** from the **Make Agency Subtype Active?** dropdown to make the subtype inactive and **not** available to apply to records.
6. Press the **Save Changes** button to create the new subtype.

Exhibit 4-7 Add Subtype

4.4.1 Active Subtypes

All active subtypes populate the Subtypes multi-select when Ex. 5 is selected on either the Edit Responsive Record page or the Appeal Final Disposition page. Inactive subtypes will always be available in the Subtypes Used section of the Administration tab if needed but will not populate this multi-select field.

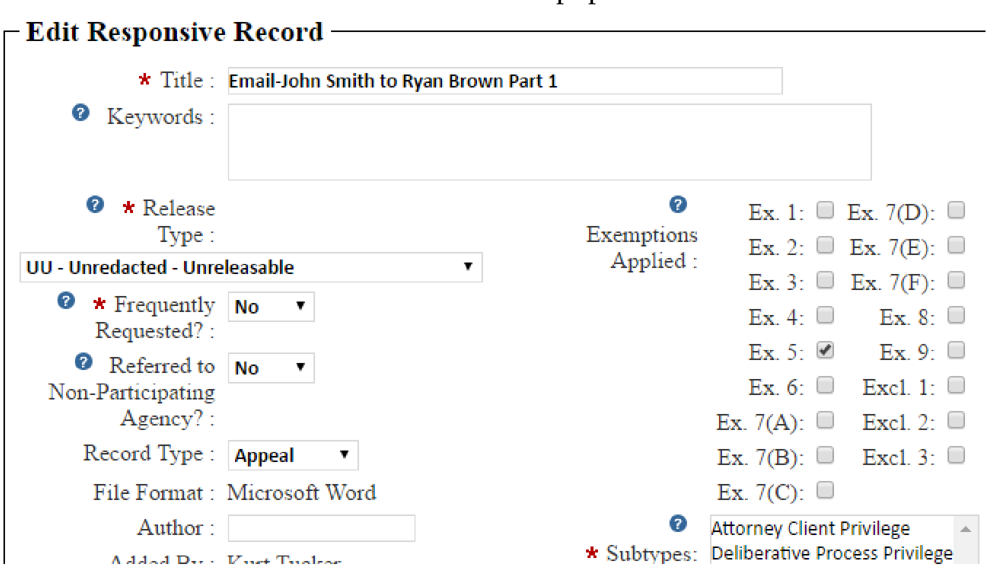


Exhibit 4-8 Active Subtypes Shown in Edit Responsive Record Section

4.5 Request Dispositions Section

The Request Dispositions section is used to manage and maintain the list of dispositions available on FOIA requests. This section is only available to National Team users at the highest level of the agency.

The first 11 items in the table represent the standard list of dispositions used by all agencies when assessing FOIA requests. Additional items captured in the Request Dispositions section reflect all of the active and inactive “Other” dispositions that have been added to the system.

1. Click the **column header** to sort the items in the table.
2. Click the **pencil icon** to edit the disposition.

   *Note-The pencil icon does not display to the right of the standard dispositions because they are not editable and cannot be made inactive.

3. Press **Add Request Disposition** to expand the **Add Request Disposition** section.

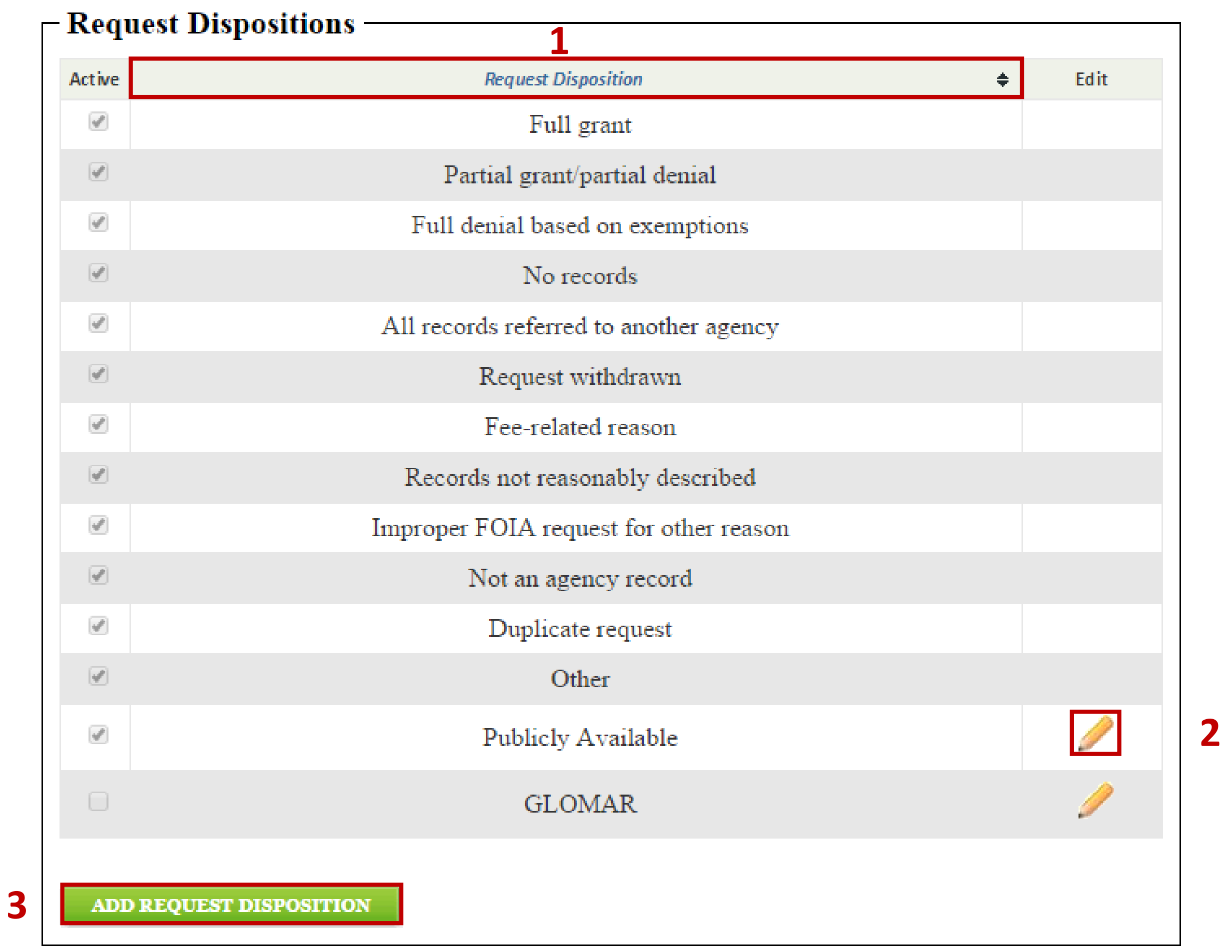


Exhibit 4-9 Request Dispositions Section

4. Enter information into the **Disposition Name** field.

   *Note: The information entered here populates Section V.B.(2) of the Year-End Annual Report.

5. Select **Yes** from the **Make Agency Request Disposition Active?** dropdown to have the disposition available in the “Other” Disposition dropdown on the Final Disposition page.

   Select **No** from the **Make Agency Request Disposition Active?** dropdown to make the dispositions inactive and **not** available in the “Other” Disposition dropdown on the Final Dipsosition page.

6. Press the **Save Changes** button to create the new request disposition.

Exhibit 4-10 Add Request Disposition

4.5.1 Active Request Dispositions

All active dispositions populate the "Other" Disposition dropdown when Other is selected from the Disposition dropdown on the Request Final Disposition page. Inactive dispositions will always be available in the Request Dispositions section of the Administration tab if needed but will not populate this dropdown.

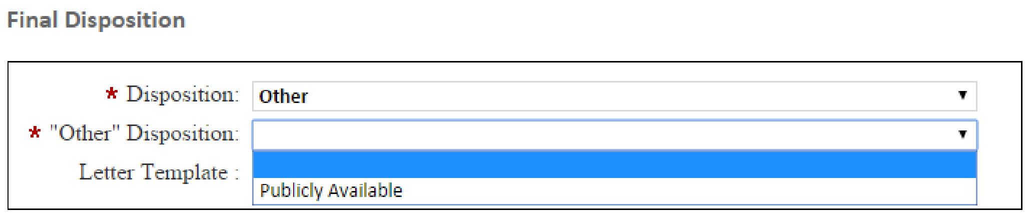


Exhibit 4-11 Active Request Dispositions Shown in "Other" Disposition Dropdown

4.6 Appeal Dispositions Section

The Appeal Dispositions section is used to manage and maintain the list of dispositions available on FOIA appeals. This section is only available to National Team users at the highest level of the agency.

The first 14 items in the table represent the standard list of dispositions used by all agencies when assessing FOIA appeals. Additional items captured in the Appeal Dispositions section reflect all of the active and inactive "Other" dispositions that have been added to the system.

1. Click the **column header** to sort the items in the table.
2. Click the **pencil icon** to edit the disposition.

   *Note-The pencil icon does not display to the right of the standard dispositions because they are not editable and cannot be made inactive.
3. Press **Add Appeal Disposition** to expand the **Add Appeal Disposition** section.

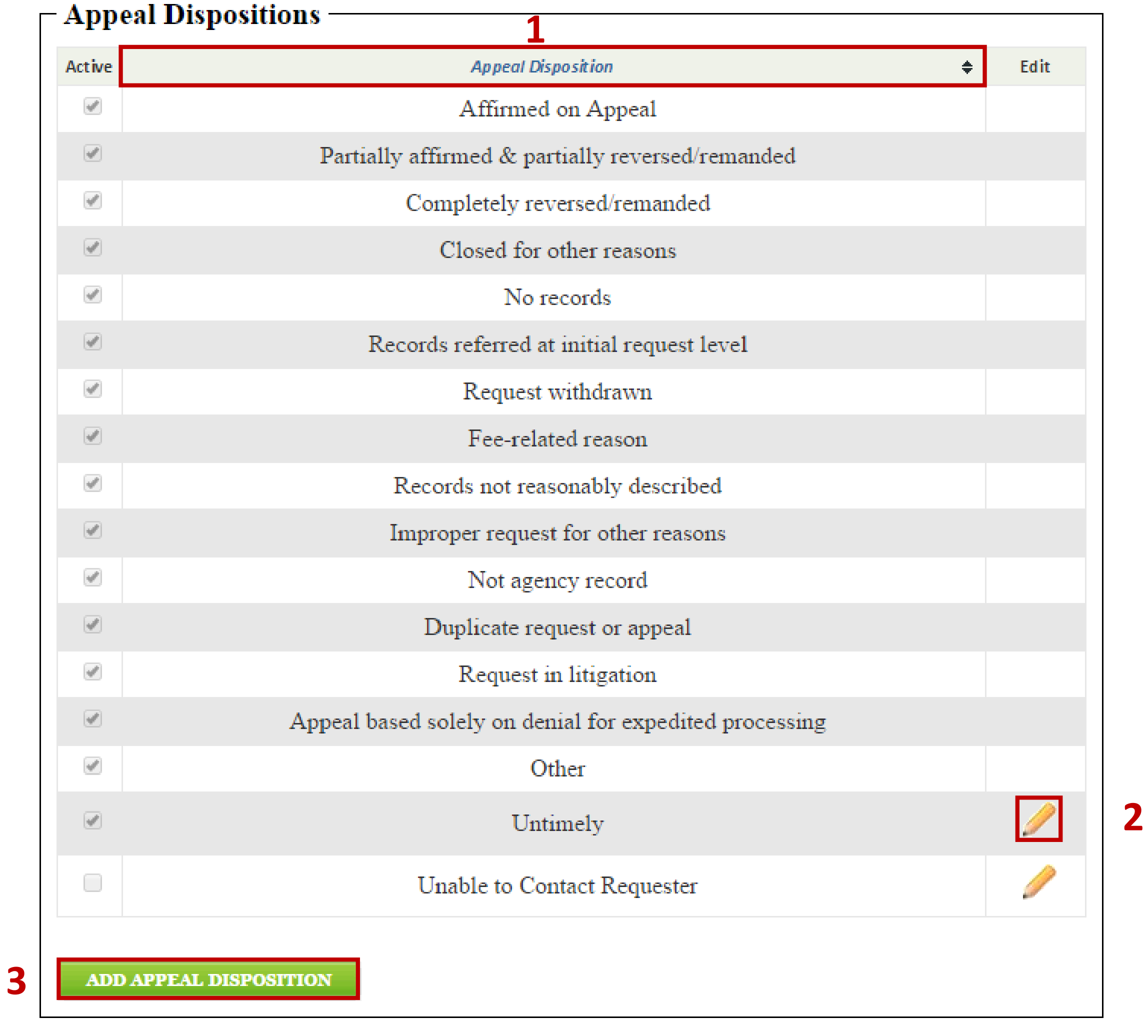


Exhibit 4-12 Appeal Dispositions Section

4. Enter information into the **Disposition Name** field.

   *Note: The information entered here populates Section VI.C.(3) of the Year-End Annual Report.

5. Select **Yes** from the **Make Agency Appeal Disposition Active?** dropdown to have the disposition available in the “Other” Disposition dropdown on the Final Disposition page.

   Select **No** from the **Make Agency Appeal Disposition Active?** dropdown to make the dispositions inactive and **not** available in the “Other” Disposition dropdown on the Final Dipsosition page.

6. Press the **Save Changes** button to create the new appeal disposition.

Exhibit 4-13 Add Appeal Disposition

4.6.1 Active Appeal Dispositions

All active dispositions populate the “Other” Disposition dropdown when Other is selected from the Additional Dispositions multi-select on the Appeal Final Disposition page. Inactive dispositions will always be available in the Appeal Dispositions section of the Administration tab if needed but will not populate this dropdown.

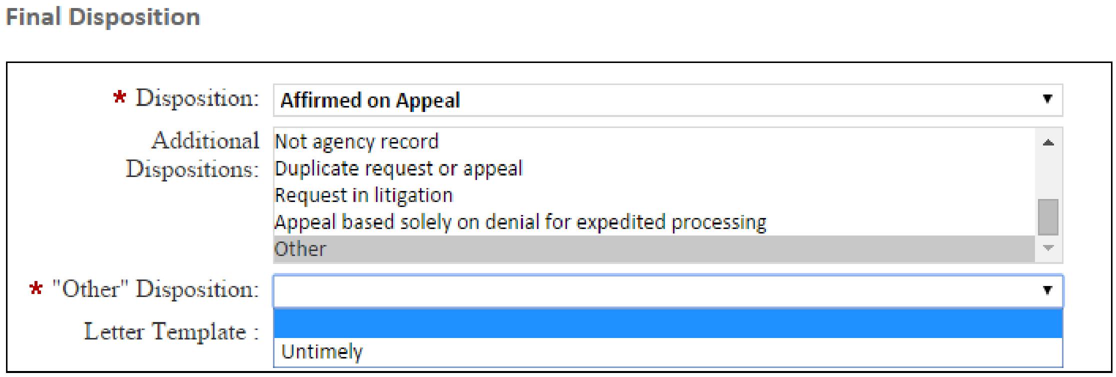


Exhibit 4-14 Active Appeal Dispositions Shown in "Other" Disposition Dropdown

4.7 Record Retention Configuration Section

The Record Retention Configuration section controls the default record retention policy when a request is closed with either the Full Grant, Partial Grant/Partial Denial, and Full Denial Based on Exemptions dispositions.

1. Select either **2 year, 6 year,** or **10 year** from the **Default Full Grant Record Retention** dropdown menu.
2. Select **6 year** or **10 year** from the **Default Partial Grant/Denial Record Retention** dropdown menu.

   *Note: Records are not automatically deleted upon surpassing their retention period. Expired records must be either manually renewed or removed via the Retention Report (8.3).

3. Press the **Save Changes** button to apply the modifications to all pending records.

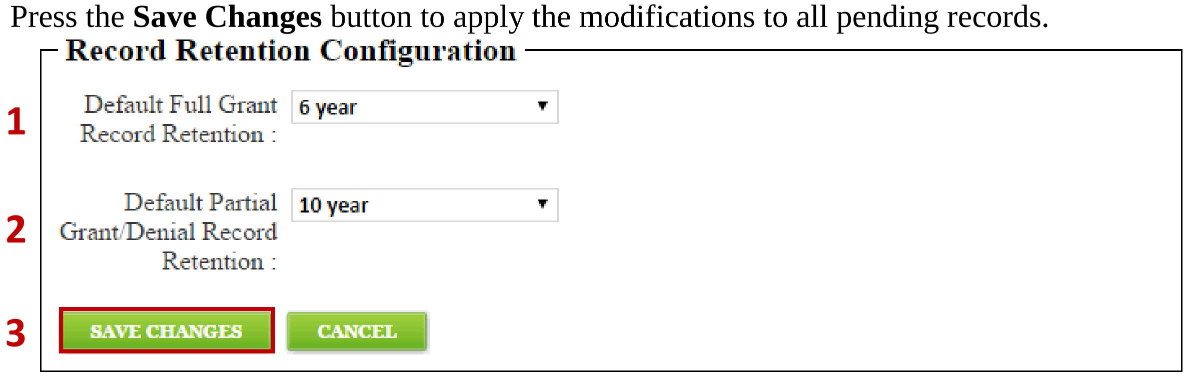


Exhibit 4-15 Record Retention Configuration Section

4.7.1 Record Retention Application

When records are uploaded, they will automatically have the agency default retention period applied. While the request is open, records will display “Default” in the Retention column of the Case Responsive Records section. After the case is closed, the appropriate retention period will then display.

*Note-An individual record can be edited to reflect a longer retention period than the agency default. However, the retention period of all records within a case file is dictated by the longest retention period applied to any of the records.

4 items found, displaying all items. 1

Publish	Title	Type	Exempt	Retention	Action	Detail
REQ	CD-10115 Sent to Requester by Ma...		N/A	10 year		
UU	*Email-John Smith to Ryan Brown P...*	Microsoft Word	N/A	Default		
UU	*Email-John Smith to Ryan Brown P...*	Microsoft Word	N/A	Default		
UU	*Email-John Smith to Ryan Brown P...*	Microsoft Word	N/A	Default		

4 items found, displaying all items. 1

Exhibit 4-16 Retention Column of Case Responsive Records Section

4.8 Appeal Configurable Items Section

The Appeal Configurable Items section contains the minimum reviewer requirement and notification settings are that are configurable at every level of the agency. If your agency has the minimum number of reviewers configured based on the appeal track see section 4.8.1.

1. The **Minimum Number of Reviewers For An Appeal** field determines the Case File Review process (step 2 of the 3 step close out process).

   *Note: Having a reviewer requirement (a value of 1 or higher) requires that the specified number of individuals be added to the Review tab prior to the appeal owner beginning the close out process. Each of these reviewers then receives a Review task once the close out process is initiated and the close out process cannot proceed until all reviewers have completed their case file review tasks.

   Having a “0” value means the case file review step is not required.

   The minimum reviewer requirement can be set independently at every level of the agency.

2. Check the **Update All?** checkbox to apply the minimum number of reviewers requirement for your office and below. Leave the checkbox un-checked to only apply a modification for your office.

3. The **External Email Addresses to Receive Appeal Creation Notifications** controls whether specified individuals will receive an automatic notification when an appeal is created.

   *Note: This affects the level and below for which this is set. For example, if this is set at the highest level of the agency, then the specified individual(s) will receive a notification when an appeal is created anywhere throughout the agency. Email addresses can be specified at lower levels throughout the agency.

4. The **Agency Roles to Receive Appeal Creation Notifications** multi-select field controls the user roles, if any, that should receive a notification when an appeal is created within the agency. This functions in the same manner as the previous field, where it can be set at the highest level of the agency, or set at lower levels.

5. Press the **Save Changes** button to apply any modifications.

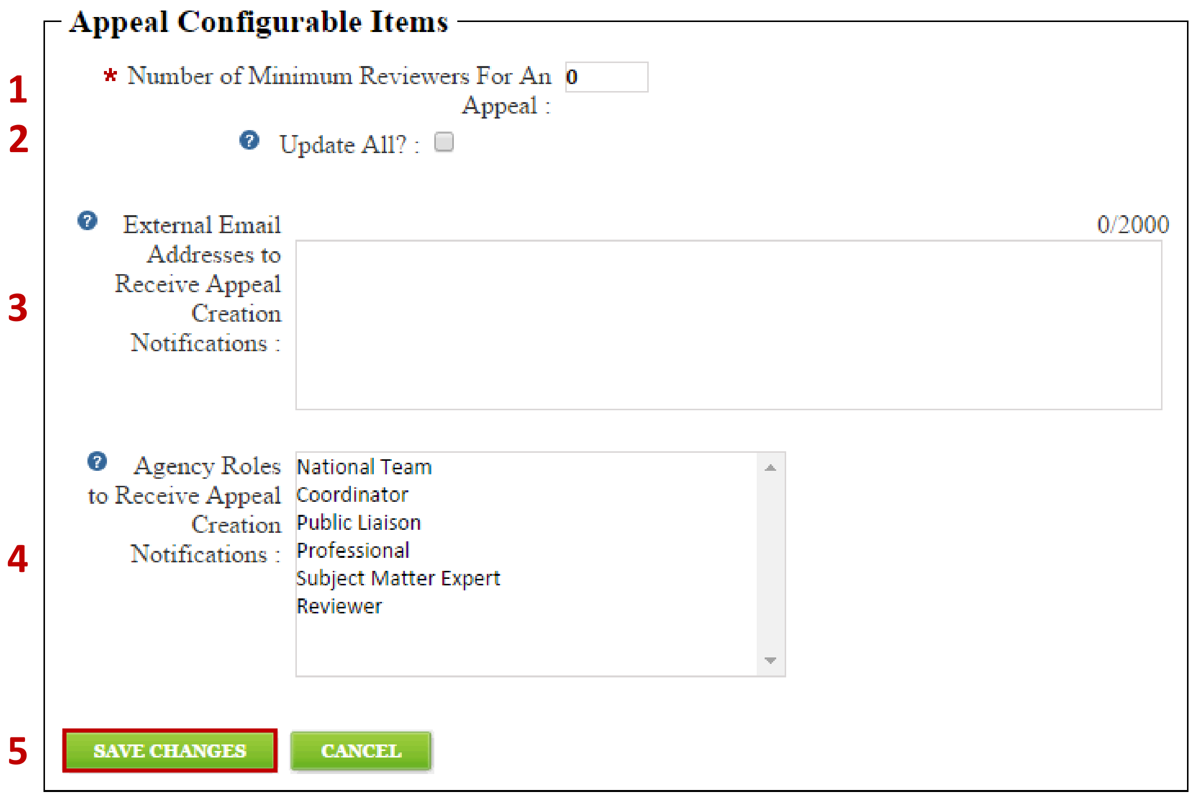


Exhibit 4-17 Appeal Configurable Items Section

4.8.1 Appeal Track Configuration

When enabled, agency users can set the minimum number of reviewers required for an appeal separately based on each type of track available: simple, complex, or expedited. The available fields function in the same manner as the Minimum Number of Reviewers For An Appeal field.

1. The **Minimum Number of Reviewers For Simple Appeals** field determines the Case File Review process for appeals following the simple track. Check the **Update All For Simple Appeals?** checkbox to apply the minimum number of reviewers requirement for your office and below. Leave the checkbox un-checked to only apply a modification for your office.

2. The **Minimum Number of Reviewers For Complex Appeals** field determines the Case File Review process for appeals following the complex track. Check the **Update All For Complex Appeals?** checkbox to apply the minimum number of reviewers requirement for your office and below. Leave the checkbox un-checked to only apply a modification for your office.

3. The **Minimum Number of Reviewers For Expedited Appeals** field determines the Case File Review process for appeals that have been granted expedited processing. Check the **Update All For Expedited Appeals?** checkbox to apply the minimum number of reviewers requirement for your office and below. Leave the checkbox un-checked to only apply a modification for your office.

4. Press the **Save Changes** button to apply any modifications.

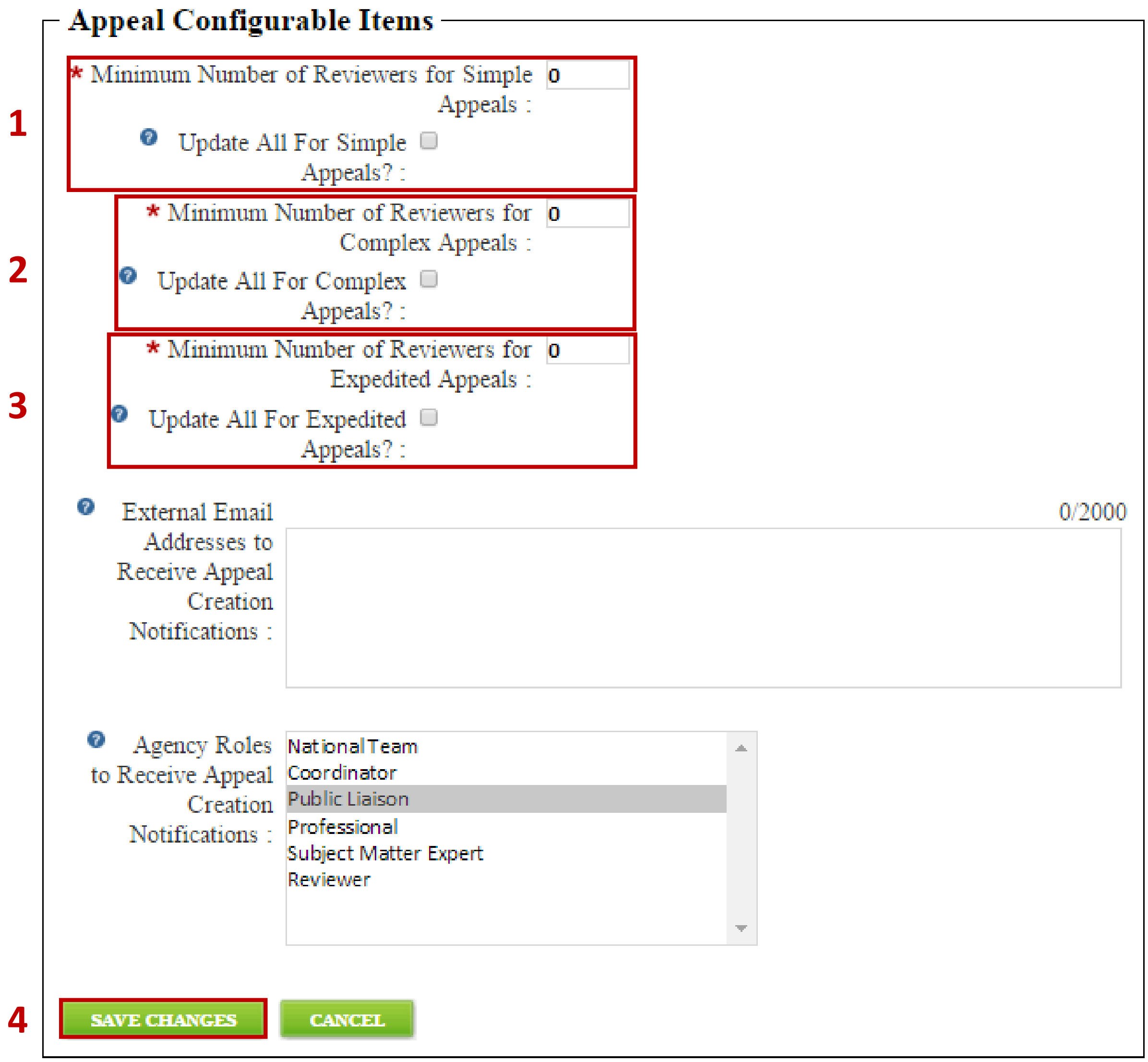


Exhibit 4-18 Appeal Configurable Items Section-Appeal Track Configuration

4.9 Appeal Record Retention Configuration Section

The record retention policy for appeals functions in the same manner as the record retention policy for requests (Section 4.7).

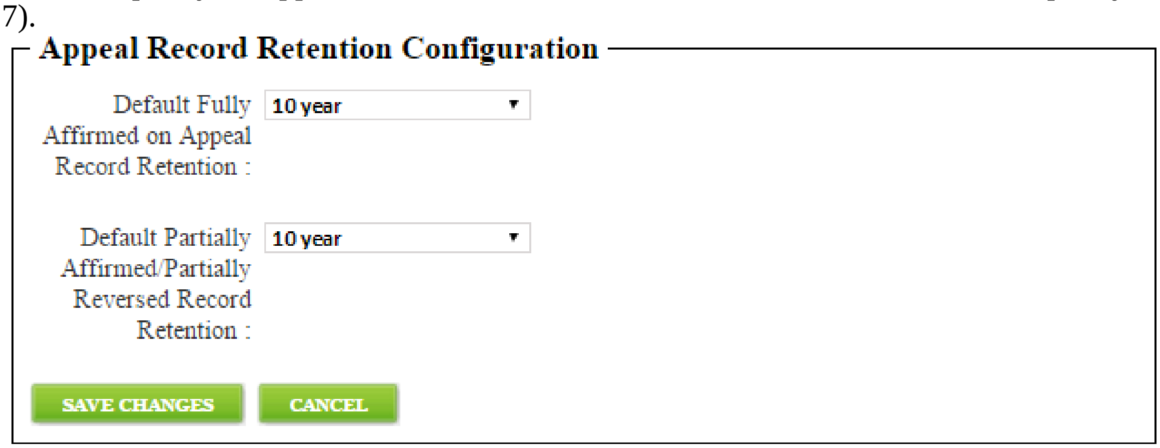


Exhibit 4-19 Appeal Record Retention Configuration Section

5 Agency Administration – Letters Tab

The Agency Administration – Letters tab is available to all users with the National Team and Coordinator roles. This tab contains two senctions: Existing Letters and New Letter.

5.1 Existing Letters Section

The Existing Letters section is used to store and maintain letter templates created by the agency. Coordinators at a sub-agency level do not have the ability to edit or remove letters that were added at a higher organizational level. All letters added are available for use during request processing.

1. Click the **arrow icon** in the **Detail** column to expand the letter body.
2. Click the **pencil icon** to edit the letter.
3. Click the **delete icon** to permanently remove the letter from the list.

   *Note-The following letters cannot be deleted: Estimate Cost Notice, Interim Release Notice, Final Disposition Notice, and New Tracking Number.

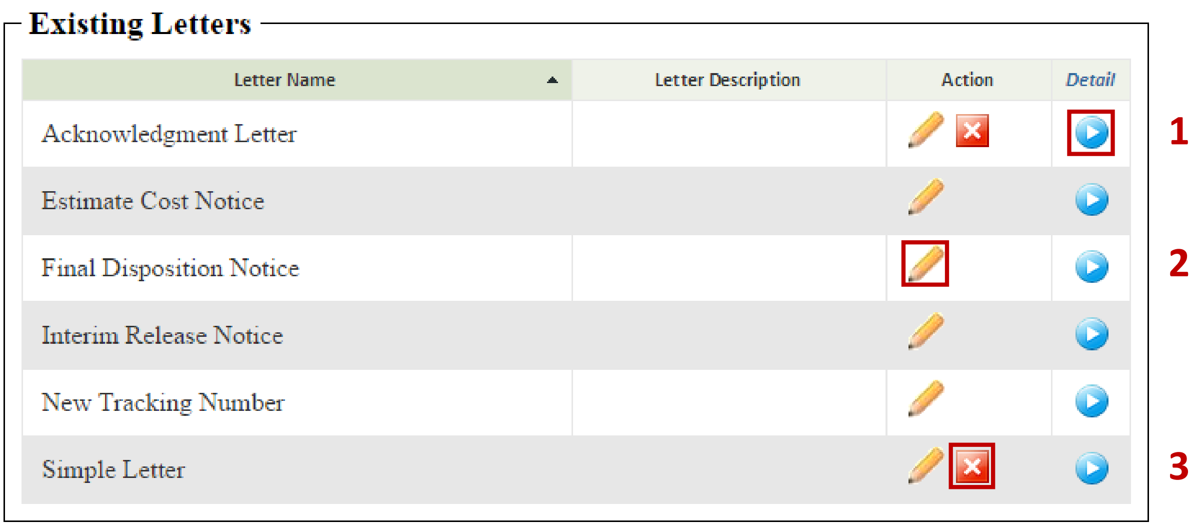


Exhibit 5-1 Existing Letters

5.2 Letter Creation Steps

1. Enter a **Letter Name**.

   *Note: The Letter Name displays in the Letter Template drop-down menu for the FOIA processor to select.

2. *Optional – Enter a **Letter Description**.*
3. *Optional – Use the **Placeholders** dropdown to insert tags to pull request-specific data.*

   **Note: The system automatically places the headers in the letter that is generated, so the only modifiable text to enter here is the body. See section 5.2.1 for a description of the metadata that is used when each Placeholder is selected.*

4. Enter the text to be used for the body of the letter.
5. Press the **Save Changes** button to create the letter template and add it to the **Existing Letters** section.

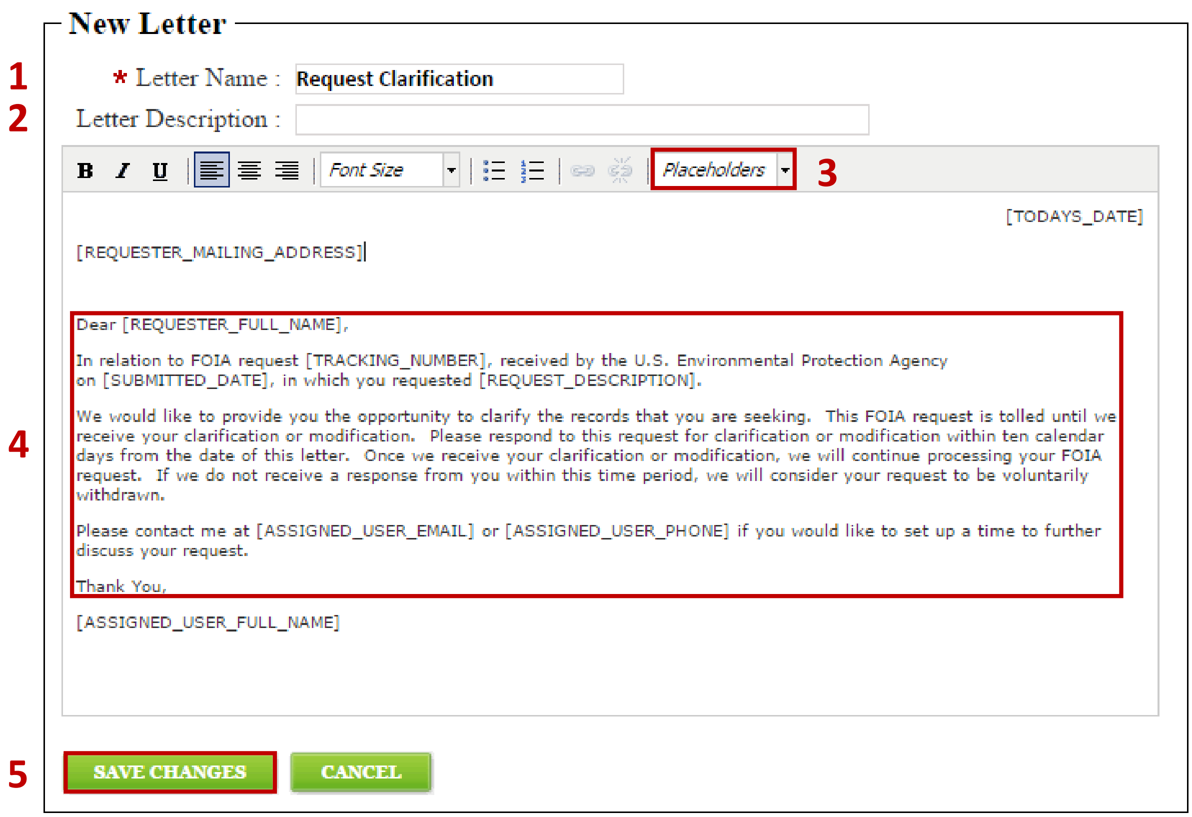


Exhibit 5-2a New Letter

March 10, 2016

John Smith
1st Street
Washington, DC 20002

Dear John Smith,

In relation to FOIA request DOJ-2016-000500, received by the U.S. Department of Justice on 03/09/2016, in which you requested, "I'm looking for records about the DOJ UAT training session.".

We would like to provide you the opportunity to clarify the records that you are seeking. This FOIA request is tolled until we receive your clarification or modification. Please respond to this request for clarification or modification within ten calendar days from the date of this letter. Once we receive your clarification or modification, we will continue processing your FOIA request. If we do not receive a response from you within this time period, we will consider your request to be voluntarily withdrawn.

Please contact me at rashad.javaid@example.com or 012-345-6789 if you would like to set up a time to further discuss your request.

Thank You,

Rashad Javaid
Department of Justice

Exhibit 5-2b Generated PDF Request Clarification Letter

5.2.1 Placeholders

Placeholders are available wherever pdf letters and emails can be generated in FOIAonline. They are tags that hold the place of the information that is designed to fill that space. When a letter or email is generated for a case file, placeholders will automatically pull the appropriate information directly from the case file.

Placeholder Used	Metadata Pulled
[TODAYS_DATE]	Today's date.
[REQUESTER_FULL_NAME]	The requester's Prefix, First Name, Middle Initial, and Last Name.
[REQUESTER_MAILING_ADDRESS]	The requester's Mailing Address Line 1, Mailing Address Line 2, City, State/Province, and Zip Code/Postal Code.
[REQUESTER_ORGANIZATION]	The requester's Organization.
[TRACKING_NUMBER]	The request's Tracking Number.
[ORIGINAL_TRACKING_NUMBER]	For the New Tracking Number letter template, the Original Tracking Number is the request's tracking number pre-transfer or organization assignment.
[SUBMITTED_DATE]	The date the request was submitted.
[REQUEST_DESCRIPTION]	The request's description of records.
[PERFECTED_DATE]	The request's Perfected Date.
[FEE_LIMIT]	The requester's Fee Limit.
[ASSIGNED_USER_FULL_NAME]	The request owner's First Name, Middle Initial, and Last Name.
[ASSIGNED_USER_EMAIL]	The request owner's email address.
[ASSIGNED_USER_PHONE]	The request owner's phone number.
[FEE_WAIVER_DISPOSITION]	The outcome of the fee waiver task.
[FEE_WAIVER_JUSTIFICATION]	The requester's justification for requesting a fee waiver.
[FEE_WAIVER_DISPOSITION_REASON]	The agency user's reason for the fee waiver outcome.
[EXPEDITED_PROCESSING_DISPOSITION]	The outcome of the expedited processing task.
[EXPEDITED_PROCESSING_JUSTIFICATION]	The requester's justification for requesting expedited processing.
[EXPEDITED_PROCESSING_DISPOSITION_REASON]	The agency user's reason for the expedited processing outcome.
[ESTIMATE_BREAKDOWN]	The cost estimate field names and corresponding values.
[FINAL_DISPOSITION]	The final disposition.

Exhibit 5-3 Form Letter Placeholders

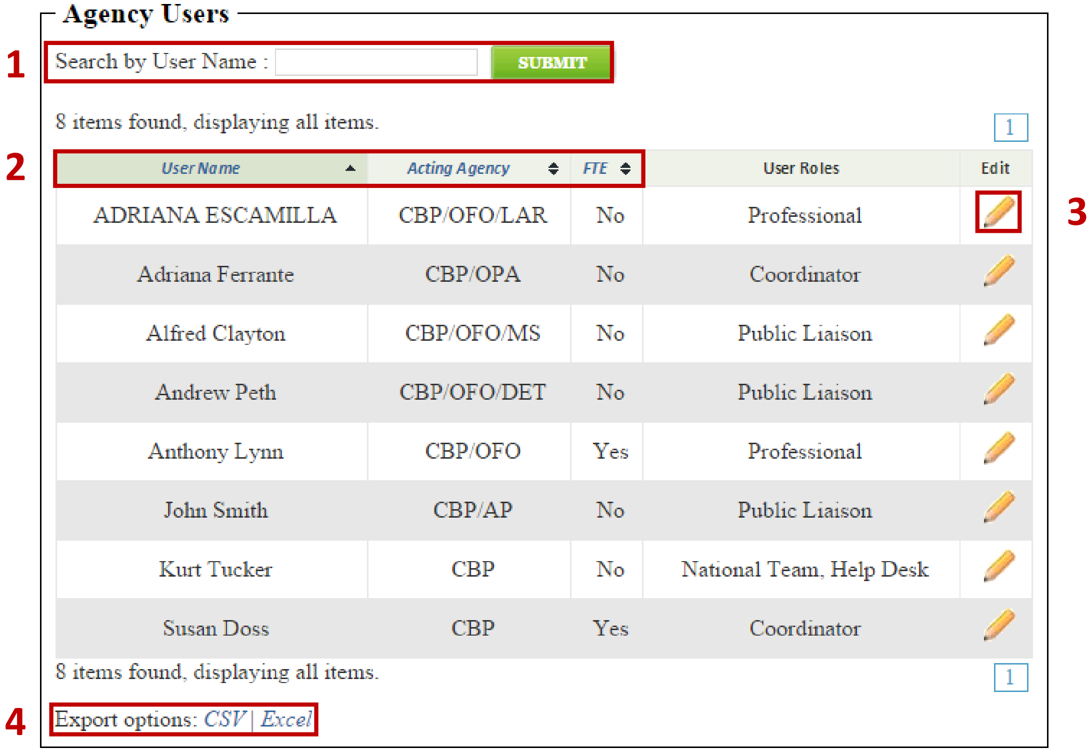
6 Agency User Administration

The Agency User Administration page is used to maintain and manage the list of active users within your agency. Users with the National Team and Coordinators roles have access to this page.

6.1 Agency Users Section

The Agency Users table displays all active users that exist at your level and below. Use this section to find and edit users that currectly exist within the system.

1. Enter criteria in the **Search by User Name** field and press the **Submit** button to filter the list of results.
2. Click the **column headers** to sort the table.
3. Click the **pencil icon** to edit a user.
4. Click the **CSV** or **Excel** links to export the list of users to a spreadsheet.



User Name	Acting Agency	FTE	User Roles	Edit
ADRIANA ESCAMILLA	CBP/OFO/LAR	No	Professional	
Adriana Ferrante	CBP/OPA	No	Coordinator	
Alfred Clayton	CBP/OFO/MS	No	Public Liaison	
Andrew Peth	CBP/OFO/DET	No	Public Liaison	
Anthony Lynn	CBP/OFO	Yes	Professional	
John Smith	CBP/AP	No	Public Liaison	
Kurt Tucker	CBP	No	National Team, Help Desk	
Susan Doss	CBP	Yes	Coordinator	

Exhibit 6-1 Agency Users Table

6.2 Create New User

There are no restrictions on the number of users an agency can allow system access. An agency user account must be created by either a National Team user or Coordinator, and the agency user cannot create the appropriate account using the public-facing site.

1. Press the **Add Agency User** button to display the Create New User page.

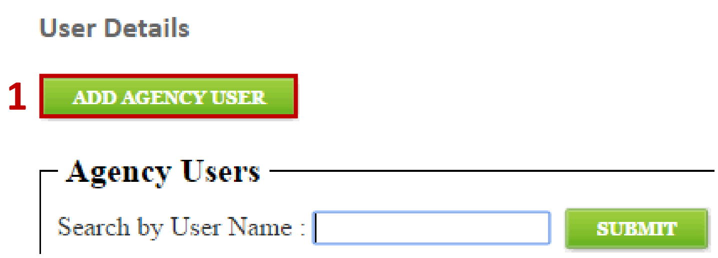


Exhibit 6-2 Add Agency User Button

2. Enter the user's **First Name,** optional **Middle Initial,** and **Last Name.**
3. Enter the **Email Address**.

   *Note: If your agency is CAC/PIV-enabled, then enter the email associated to the user's CAC/PIV card.
4. *Optional – Enter additional contact information into the **SIPR (Alternate Email)**, **Phone Number**, **DSN (Alternate Phone)**, and **Fax Number** fields.*
5. Enter the full **mailing address.**

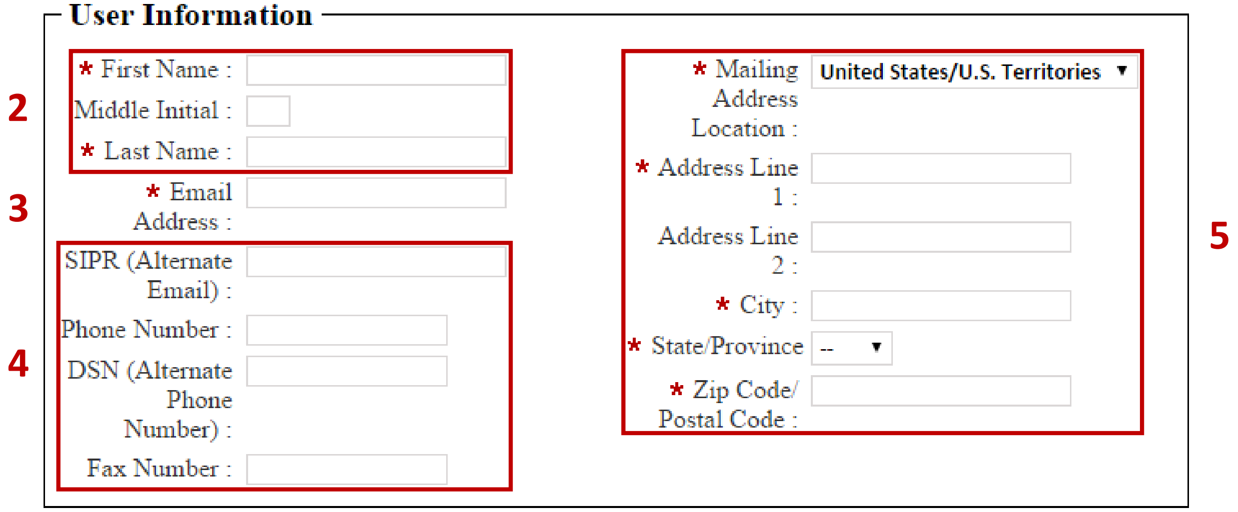


Exhibit 6-3 Create New User-User Information Section

6. Click the **Acting Agency/Sub-Agency** field to launch the **Select Organization** popup. Search for and select a component either at your level or below to apply to the new user.

   *Note: Selecting an acting agency/sub-agency prior to the actual agency/sub-agency field will automatically duplicate the selection in the **Actual Agency/Sub-Agency** field. This can be modified.
7. *Optional – Press the **Add Acting Agency/Sub-Agency** button to add additional acting agencies to the user.*

   *Note: The first agency in the Acting Agency/Sub-Agency table is marked as the default. This will control the default display upon accessing the Unassigned Cases dashboard.
8. Click the **Actual Agency/Sub-Agency** field to launch the **Select Organization** popup. Search for and select a component either at your level or below to apply to the new user.
9. *Optional – Press the **Add Actual Agency/Sub-Agency** button to add additional actual agencies to the user.*

   *Note-See section 6.2.1 for more information on acting and actual agencies.
10. Enter the **Job Title**.
11. Select the user's **Role(s)**.

    *Note: Roles naturally inherit the privileges of roles below them, with the exception of the Reviewer role. The Reviewer role is typically applied in conjunction with another role, e.g., Public Liaison or Professional, to allow the user additional access.

    You cannot create a user with a role higher than your own, so Coordinators cannot create National Team users.

    See Appendix A: User Role Matrix for an explanation of all user roles.

12. Select either **Yes** or **No** from the **Full-Time Employee** drop-down menu.

    *Note: This affects the Year-End Annual Report metrics.

13. If the agency configuration is to bill at cost and the loaded rate is specified on the Configuration tab, then the **Loaded Rate** field is **not** editable on an individual user basis.

    If no loaded rate is specified on the Configuration tab, then the **Loaded Rate** field is editable for each individual user.

14. The **Billing Category** field contains a drop-down menu only when the agency is configured to not bill at cost. The Billing Category drop-down menu contains the values of the three rates from the Configuration tab.

15. Press the **Save Changes** button to create the agency user account.

    *Note: Upon pressing Save Changes, the system sends a temporary password to the email address specified.

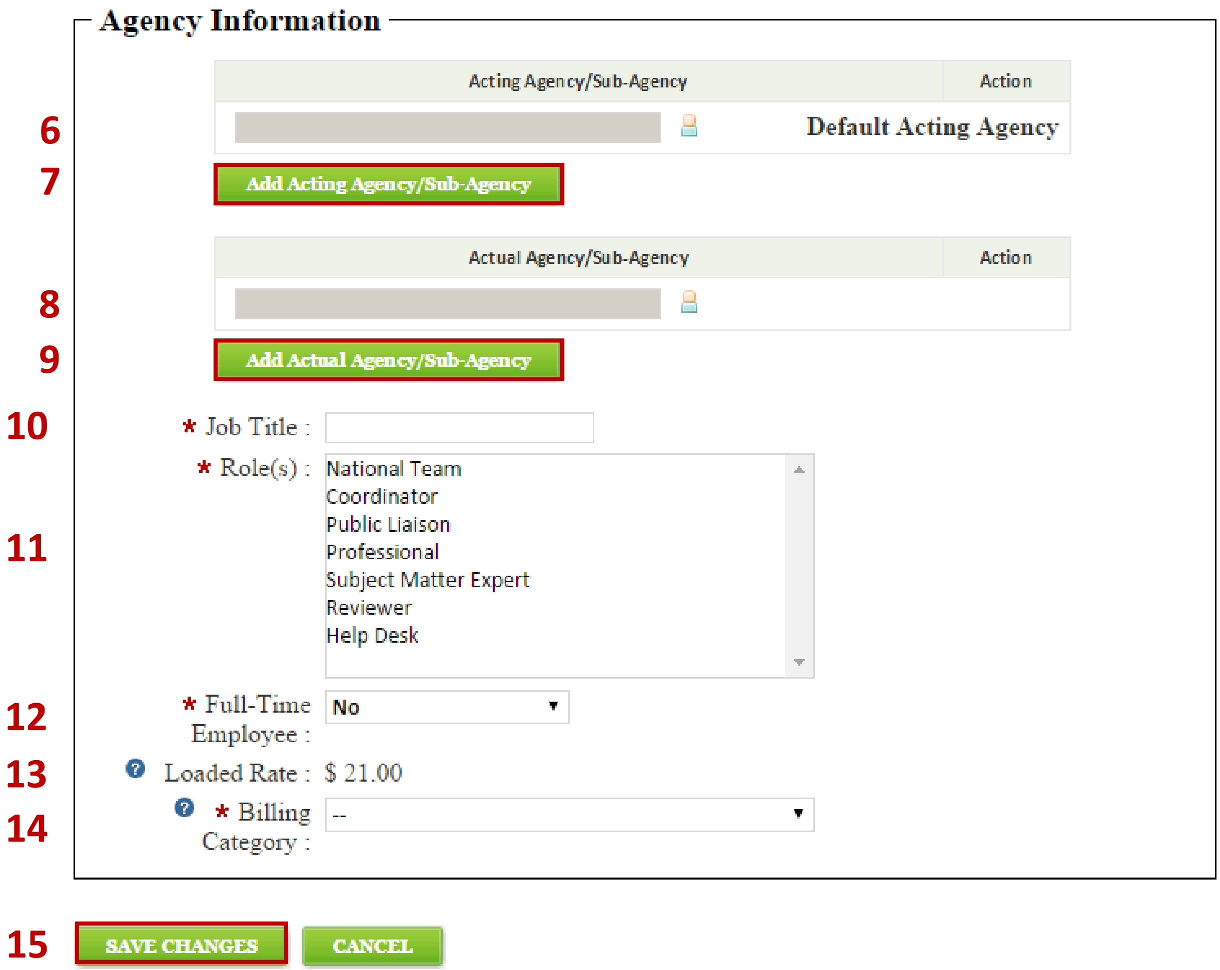


Exhibit 6-4 Create New User-Agency Information Section

6.2.1 Acting vs. Actual Agency

What's the difference between *Acting* and *Actual*?

- The **Acting** agency is the component that controls a user's viewing and access rights within the system. This includes the available unassigned cases dashboards and the results when searching for other users and organizations.
- The **Actual** agency is the component where request/appeal closures are captured for reporting metrics.

Typically, these two fields will contain the same organization, but there may be instances where different organizations or multiple agencies need to be applied. In these instances, the user's acting and actual agencies may differ. The one caveat is that all assigned actual agencies must be the same or below the user's acting agencies.

Exhibit 6-5a Multiple Acting Agencies

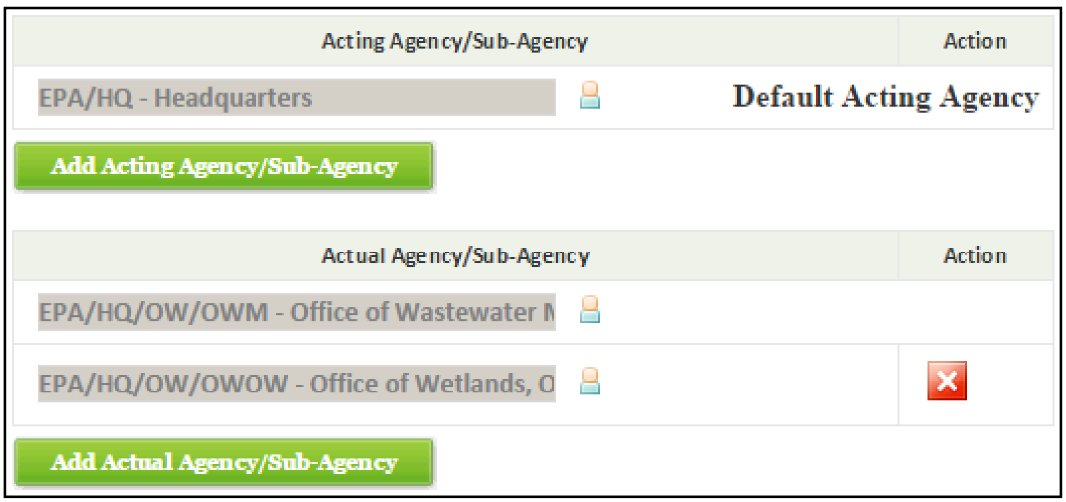


Exhibit 6-5b Multiple Actual Agencies

7 Special Processing Functions

Certain roles have additional processing privileges, including the ability to: backdate request and appeal closure, approve extend due date tasks, to "pull back" records released upon close out, and to re-open a closed request.

7.1 Backdate Closure Date

National Team, Coordinators, and Public Liaisons have the ability to backdate request and appeal closure. When this is performed, no system email is sent with the final disposition or released records, if applicable. This is available via the Final Disposition Notice task.

1. Select a value for the **Offline Closure Date** field.
2. Press the **Close Without Sending** button.

Exhibit 7-1 Backdate Case File Closure

7.2 Complete Extend Due Date Tasks

When a Public Liaison, Professional, or SME complete the Extend Due action, an approval task is generated and sent to the Unassigned Cases dashboard for the organization the user exists. Either users with the National Team or Coordinator roles must complete the task.

1. Click **Close Out Task** from the left side action menu.

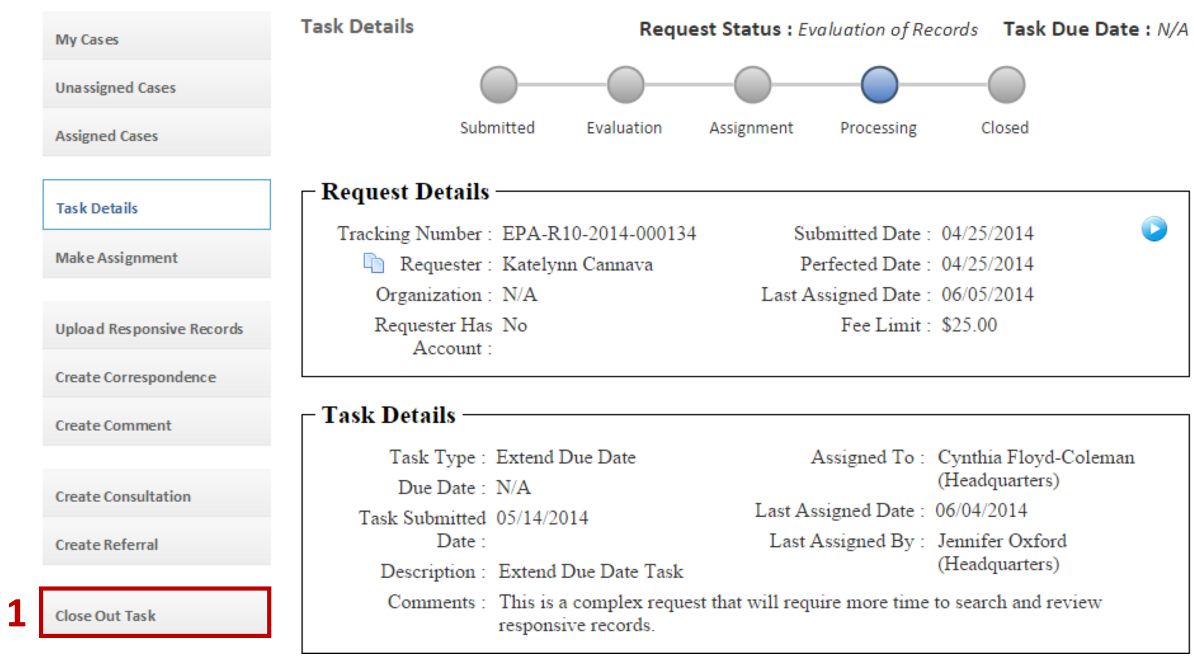


Exhibit 7-2 Extend Due Date-Task Details Page

2. Select a selection from the **Decision** dropdown.
3. Press the **Close Out Task** button.

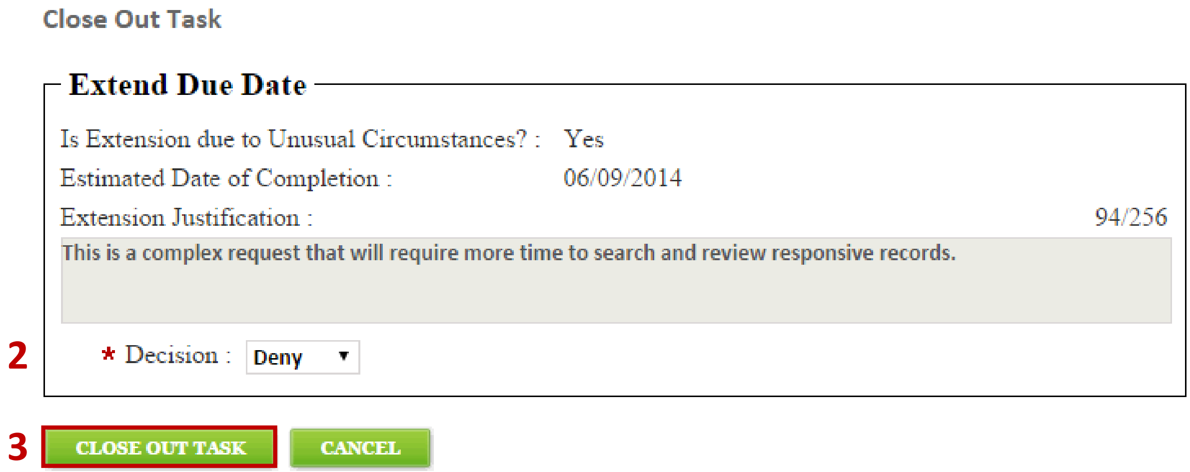


Exhibit 7-3 Extend Due Date-Close Out Task Page

7.3 Closed Requests

Though a request is closed, users with the National Team role have the ability to modify request metadata on the Submission Details tab. National Team and Coordinator users have the ability to modify the Admin Cost tab and pull back released responsive records from the public view via the Case File tab. Coordinators can only perform these functions on requests that exist within their organizational structure.

7.3.1 Edit Request Metadata

After a request is closed, users with the National Team role can edit the fields on the Submission Details tab. This includes the following fields:

- Public Guest Requester’s Contact Information
- Publically Available Flags (Requester Information, Request Description, Supporting Files)
- Request Track
- Fee Category
- Fee Waiver
- Expedited Processing
- Request Perfected (if the request had not been perfected)
- Acknowledgment Sent Date
- Litigation
- Modify Request Description
- Upload Supporting Files

7.3.2 Edit Admin Costs

National Team and Coordinator users can edit the admin cost tab on a closed request. Entries can be added, removed, and/or edited after request closure.

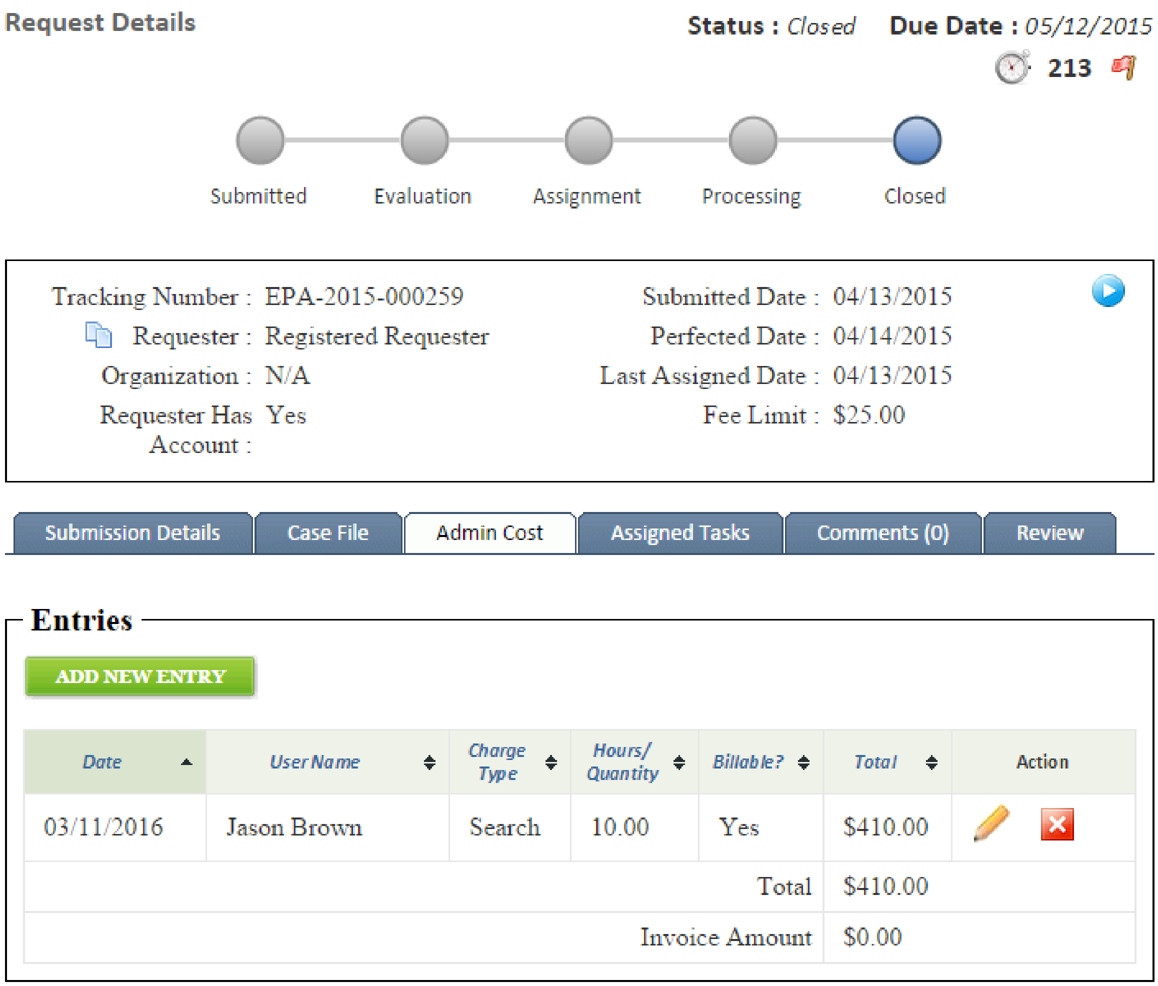


Exhibit 7-4 Closed Request-Admin Costs

7.3.3 Pull Back Released Records

Once records are released, users with the National Team and Coordinator roles can modify the Release Type to pull them back from the general public and/or registered user. Only records that have been marked as releasable can have the drop-down menu in the Publish column modified. This includes the following release types: Unreadacted – Releasable (UR), Redacted – Releasable (RR), or Release to Requester Only (REQ).

The Release Type can only be modified to an unreleasable state. This includes the following release types: Unredacted – Unreleasable (UU) or Redacted - Unreleasable (RU). In order to modify the record to a releasable state, the request must be reopened (7.4).

1. Click the dropdown in the **Publish** column for a released record.
2. Select either **UU** or **RU** to no longer allow the record to be publicly available.
3. Press the **Save Changes** button.

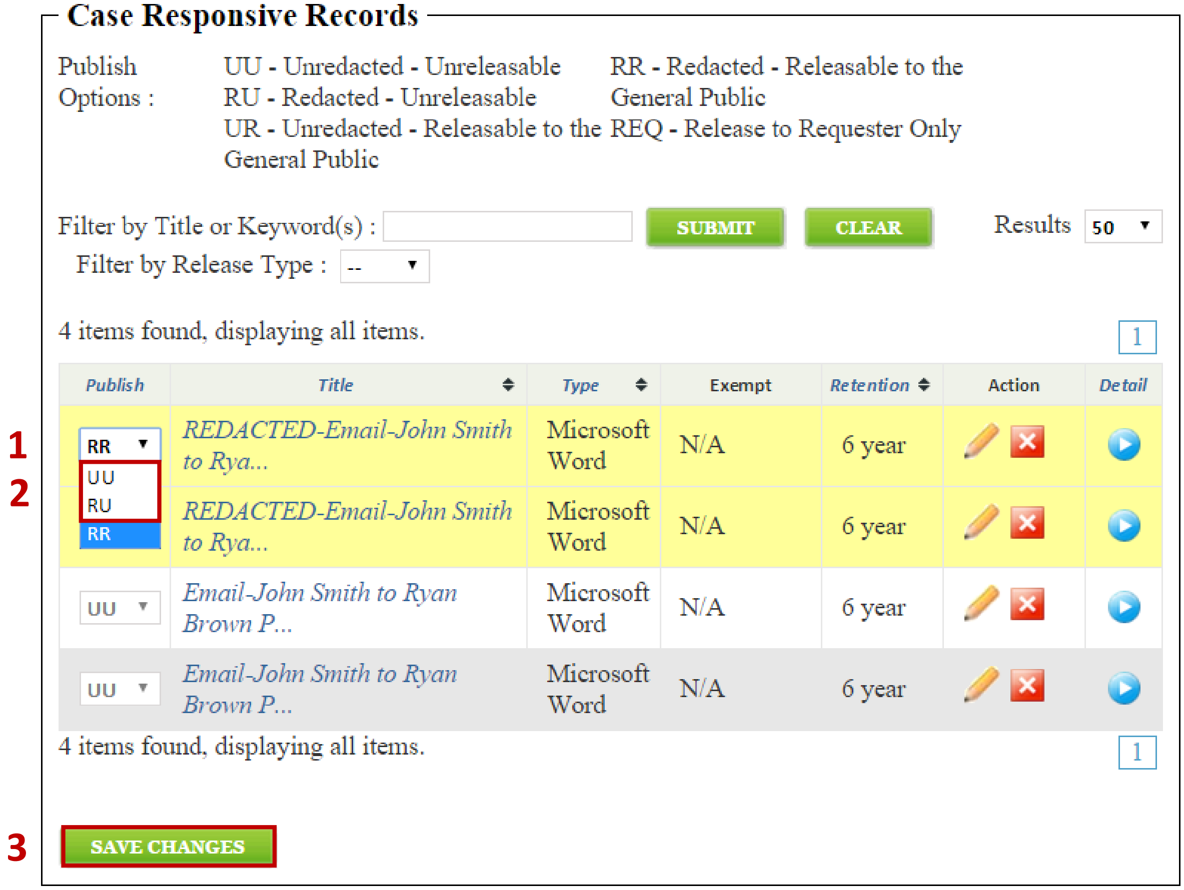


Exhibit 7-5 Closed Request-Pull Back Released Records

7.4 Re-open a Request

Users with the National Team and Coordinator roles can re-open closed requests. This may be necessary in instances where an appeal decision either partially or completely reversed the request's disposition. Once a request is re-opened it displays in the My Cases dashboard of the request owner. This can always be verified by viewing the Assigned To field in the expandable/collapsible requester information section.

1. Click the **Reopen Case** action from the left-side menu of the closed request.

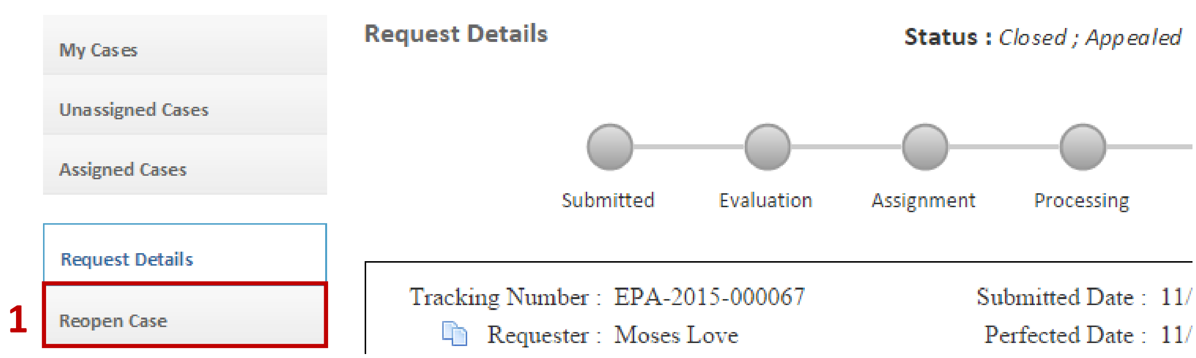


Exhibit 7-6 Reopen Case Action Item

2. Press the **Yes** button in the **Reopen Case Confirmation** section to re-open the request.

   *Note: Users should allow up to 15 minutes for the system to fully re-open the case file. The request is then open and assigned to the request owner.

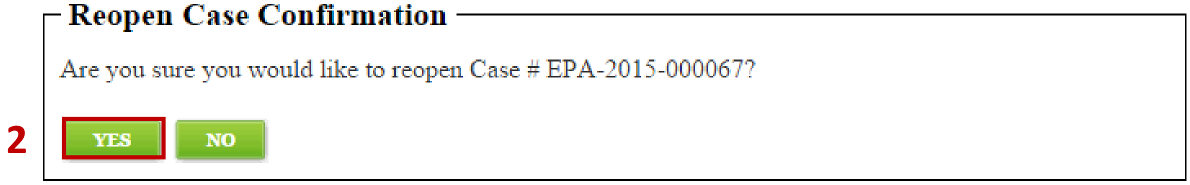


Exhibit 7-7a Reopen Case Confirmation Section

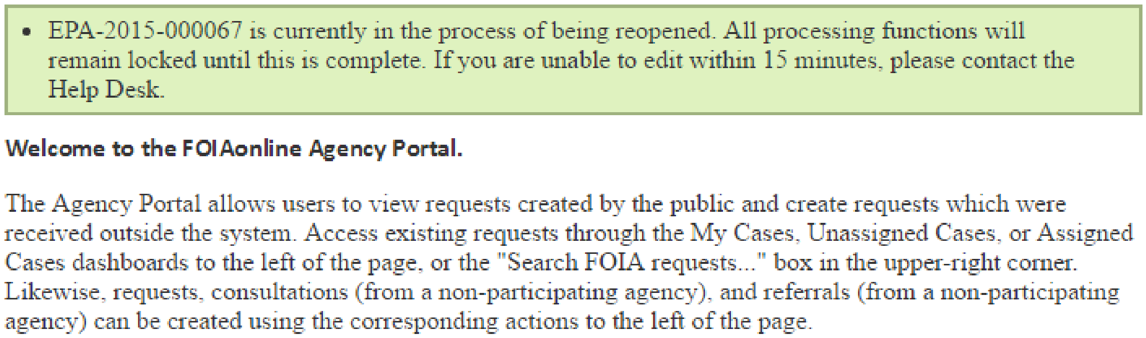


Exhibit 7-7b Reopen Case Confirmation Message

8 Administrative Reports

These reports can be run by all agency users: Annual Report, Expedited Processing, Fee Waiver, Overdue Cases, Delinquency, and Custom Report.

The administrative reports are the Year-End Annual Report (8.1), Backlog (8.2), Workload (8.3) and Retention (8.4) reports. National Team users can run all reports and edit the Year-End Annual Report. Coordinator users can run all reports, but cannot edit the Year-End Annual Report. Public Liaison users can run the standard reports, and can additionally view the Backlog Report and Workload Report.

Report Type	National Team	Coordinator	Public Liaison
View Year-End Annual Report	X	X	
Edit Year-End Annual Report	X		
Backlog Report	X	X	X
Retention Report	X	X	
Workload Report	X	X	X

Exhibit 8-1 Administrative Report Privileges

8.1 Year End Annual Report

Both users with the National Team and Coordinator roles can view the generated PDF and XML of the Year-End Annual Report, but only users with the National Team role can edit the Annual Report.

Section IX Litigation Costs and section X Fees Collected for Processing Costs are not currently captured within the system. This information will have to be entered into the Year-End Annual Report using the edit function.

The following sections in the Annual Report contain modifiable text that is maintained by users with the National Team role in the Administration tab: I Basic Information Regarding the Report (8.1.1), II Making a FOIA Request (8.1.2), III Acronyms, Definitions, and Exemptions (8.1.3), IV Exemption 3 Statutes (8.1.4), and XI FOIA Regulations (8.1.5).

1. Click the **PDF** or **XML** links in the View Original column to view the original system generated report.
2. Click the **PDF** or **XML** links in the View Edited column to view the report after manual edits have been made.
3. Click the **delete icon** to remove a report from the table.
4. Click the **pencil icon** to the right of the appropriate report to begin editing the tables containing numerical values.

Exhibit 8-2 Year End Annual Report Page

5. Click a section number from the left side menu to view the editable table.

   *Note: Some sections contain multiple sub-sections. This is indicated by the "…" next to the section name. Hover over the section number to display the name of the table.

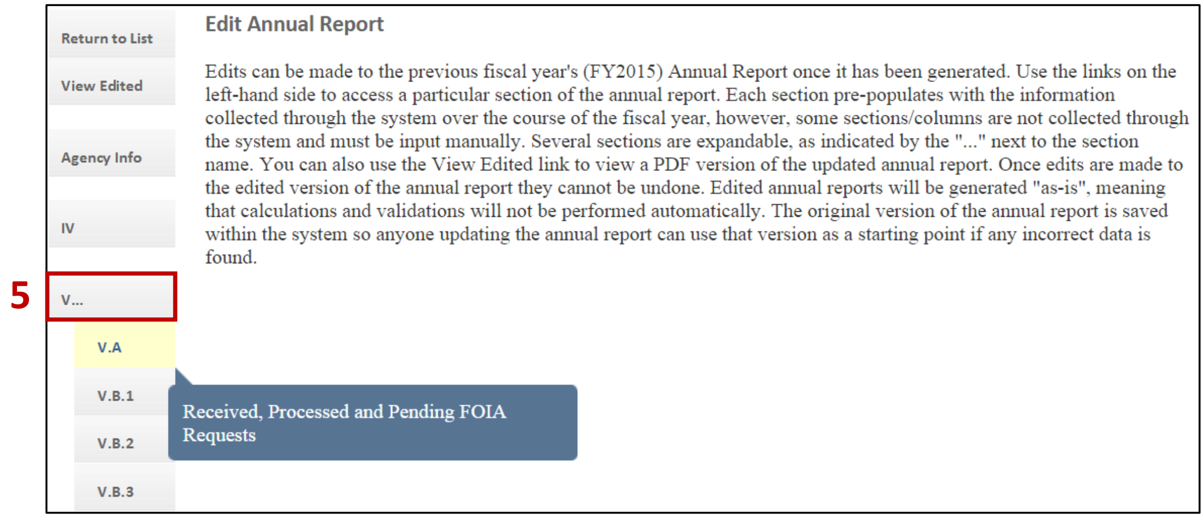
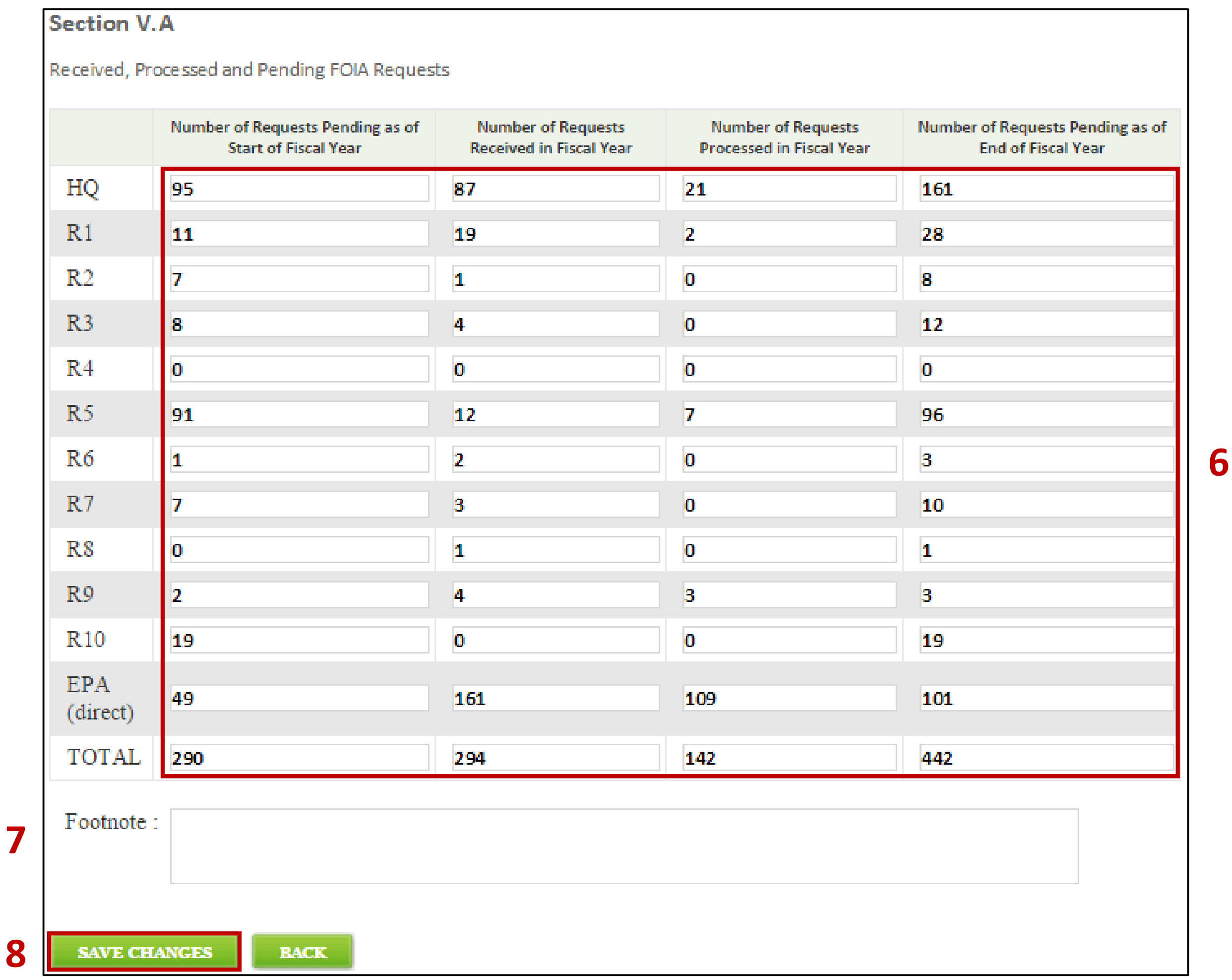


Exhibit 8-3 Edit Annual Report

6. Modify cells as necessary.

   *Note: The totals will **not** recalculate as edits are made, so take that into consideration as updates are made.

7. *Optional: Enter text for a **footnote**.*
8. Press the **Save Changes** button.


Section V.A

Received, Processed and Pending FOIA Requests

	Number of Requests Pending as of Start of Fiscal Year	Number of Requests Received in Fiscal Year	Number of Requests Processed in Fiscal Year	Number of Requests Pending as of End of Fiscal Year
HQ	95	87	21	161
R1	11	19	2	28
R2	7	1	0	8
R3	8	4	0	12
R4	0	0	0	0
R5	91	12	7	96
R6	1	2	0	3
R7	7	3	0	10
R8	0	1	0	1
R9	2	4	3	3
R10	19	0	0	19
EPA (direct)	49	161	109	101
TOTAL	290	294	142	442

6

7 Footnote :

8 SAVE CHANGES BACK

Exhibit 8-4 Annual Report Editable Table

8.1.1 Sections I, II, and XI

Sections I, II, and XI of the Year End Annual Report are Basic Information Regarding Report, Making A FOIA Request, and FOIA Regulations, respectively. The information contained within these sections is maintained within the Agency Annual Report Configurable Items section and can be modified by National Team users (3.1).

8.1.2 Section III Acronyms, Definitions, and Exemptions

Section III sub-section 1, Acronyms, is maintained in the Details tab of the Administration page (2.2).

Sub-sections 2 and 3, Definitions and Exemptions, are standard language across agencies and are not modifiable from within the system.

8.1.3 Section IV Exemption 3 Statutes

Section IV Exemption 3 Statutes is partially maintained in the Statutes Used section of the Administration-Configuration tab and is partially data pulled from closed requests (4.3).

8.1.4 Section V-X and XII

The remaining sections of the annual report contain information regarding case file processing and is pulled directly from the metrics captured within FOIAonline throughout the year. These sections include:

- Section V FOIA Requests
- Section VI Administrative Appeals of Initial Determination of FOIA Requests
- Section VII FOIA Requests: Response Time for Processed and Pending Requests
- Section VIII Requests for Expedited Processing and Requests for Fee Waiver
- Section IX FOIA Personnel and Costs
- Section X Fees Collected for Processing Requests
- Section XII Backlogs, Consultations, and Comparisons

8.2 Backlog Report

The Backlog Report contains a list of all items that are backlogged in the system. Requests or appeals are considered backlogged after 20 days or, for requests only, 30 days if unusual circumstances have been specified. The report defaults to sort by the Submitted Date, showing the oldest items first.

1. Use the **Filter** dropdown to filter the results by case file type.
2. Click the **column header** to sort the items in the table.
3. Click the **CSV** or **Excel** links to export the list to a spreadsheet.

Backlog Report 1 Filter All ▾ Results 25 ▾

8 items found, displaying all items. 1

Backlog Report - 03/11/2016 10:01:35

2

Tracking Number	Type	Requester	Submitted	Assigned To	Due	Days Backlogged
DOJ-2016-000006	Request	Rashad Javaid	01/05/2016	Rashad Javaid	02/05/2016	13
DOJ-2016-000007	Request	Jay Geiger	01/07/2016		02/18/2016	6
DOJ-AP-2016-000014	Appeal	Ariel Davati	01/21/2016		02/22/2016	4
DOJ-2016-000015	Request	John Smith	01/25/2016	Rashad Javaid	02/22/2016	4
DOJ-2016-000016	Request	John Smith	01/25/2016	Rashad Javaid	02/22/2016	4
DOJ-2016-000018	Request	Ariel Davati	01/25/2016		02/22/2016	4
DOJ-2016-000017	Request	Ariel Davati	01/25/2016	Rashad Javaid	02/22/2016	11
DOJ-OAG-2016-000027	Appeal	Ariel Davati	01/28/2016		02/25/2016	1

8 items found, displaying all items. 1

3 Export options: *CSV* | *Excel*

Exhibit 8-5 Backlog Report

8.3 Workload Report

The Workload Report produces a breakdown of the requests, appeals, referrals, consultations, and tasks assigned to users at the logged in user's level and below. All columns are sort-able, with the Assigned To column being the default sort.

Workload Report Results 25 ▾

1,577 items found, displaying 1 to 25. 1 2 3 4 5

Workload Report - 03/11/2016 10:14:37

Tracking Number	Type	Track	Submitted	Assigned To	Due
EPA-HQ-2013-002021	Case File Review	Complex	10/30/2013	Brittany Martinez	
EPA-HQ-2014-000306	Case File Review	Simple	04/06/2015	Cheryl MacKay	04/06/2015
EPA-HQ-2014-000196	Final Disposition Notice	Simple	04/07/2015	Chris Emanuel	04/07/2015
EPA-HQ-2014-000196	Request	Simple	06/01/2014	Chris Emanuel	06/30/2014
EPA-HQ-2014-000196	Estimate Cost Notice	Simple	06/02/2014	Chris Emanuel	
EPA-2014-000209	Fee Waiver Task	Simple	06/06/2014	Chris Emanuel	

Exhibit 8-6 Workload Report

8.3 Retention Report

The Record Retention Report monitors the retention periods of released records and allows privileged users to extend the retention period or remove expired records. Retention policies are applied upon request and appeal closure using the values selected either on an individual record basis or the values chosen on the Administration-Configuration tab (4.7 and 4.9). This report displays records that are associated with closed requests along with the date the records expire.

When the records have reached their retention expiration date, users with the National Team or Coordinator roles are able to purge selected records or extend the retention period of records. Records display in the table immediately upon their associated request being closed, but records can only be purged or extended when they are marked as "Expired."

Retention Report

Results 10

310 items found, displaying 1 to 10.

1 2 3 4 5

Retention Report - 03/11/2016 10:29:24

☐	Tracking Number	Retention	Retention Start Date	Retention End Date	Expired?
☐	EPA-2015-000139	6 year	08/21/2015	08/31/2015	Yes
☐	EPA-2015-000337	6 year	08/21/2015	09/01/2015	Yes
☐	EPA-2015-000175	2 year	08/25/2015	08/28/2015	Yes
☐	EPA-2015-000349	6 year	08/26/2015	09/01/2015	Yes
☐	EPA-2015-000006	6 year	08/26/2015	09/02/2015	Yes
	EPA-2015-000067	6 year	03/10/2016	03/17/2016	No
☐	EPA-2016-000033	6 year	12/30/2015	01/05/2016	Yes
☐	EPA-2015-000187	6 year	12/22/2015	01/03/2016	Yes
☐	EPA-2015-000110	6 year	01/15/2016	01/21/2016	Yes
☐	EPA-2016-000050	6 year	01/15/2016	01/21/2016	Yes

310 items found, displaying 1 to 10.

1 2 3 4 5

Export options: *CSV* | *Excel*

RENEW SELECTED | REMOVE SELECTED | RENEW ALL | REMOVE ALL | BACK

Exhibit 8-7 Retention Report

Appendix A: User Role Matrix

Key	"X" indicates a privilege available at the user's organizational level, and below. E.g. A Coordinator's access to the Agency User Administration page implies that the only users the Coordinator has privileges to access/edit are those that exist at his/her organizational level and below.

National Team	Tier 1 (Agency)
Coordinator	Tier 2 (Sub-Agency)
Public Liaison	Tier 3 and below (Level 3 component)
Professional & SME	Can only edit items that are directly assigned
Reviewer	Agency wide appeal processor Read-only view of all items in agency E.g. Chief FOIA Officer, Office of General Counsel, PTO, etc.

Privileges	National Team	Coordinator	Public Liaison	Professional	SME	Reviewer
Administration						
Agency/Sub-Agency Information	X	X				
Agency Submission Configurable Items	X					
Annual Report Configurable Items	X					
Configure Rates	X					
Create Sub-Agencies	X	X				
Remittance Information	X	X				
Record Retention Configuration (Request & Appeal)	X	X				
Agency Statutes	X					
Min. Num. of Reviewers	X	X				
Appeal Configurable Items	X	X				
Agency User Administration	X	X				
Reports						
Annual Report	X	X	X	X	X	X
Year-End Annual Report	X	X				
Edit Year-End Annual Report	X					
Backlog	X	X	X			
Workload	X	X	X			
Retention	X	X				
Expedited Processing	X	X	X	X	X	X
Fee Waiver	X	X	X	X	X	X
Overdue Cases	X	X	X	X	X	X
Delinquency	X	X	X	X	X	X
Custom Report	X	X	X	X	X	X

Privileges	National Team	Coordinator	Public Liaison	Professional	SME	Reviewer
Request Processing (Submission – Closure)						
My Cases Dashboard	X	X	X	X	X	
Unassigned Cases Dashboard	X	X	X			
Assigned Cases Dashboard	X	X	X			
Backdate Closure Date	X	X	X			
Edit Case Files & Tasks	X	X	X	X*	X*	X (Appeals)
Expedited Processing Assessment	X	X	X			
Extend the Due Date	X	X	X**	X**	X**	
Fee Waiver Assessment	X	X	X			
Read-Only View of All Case Files in Agency						X
Reassign Requests	X	X	X			
Send Notifications for Pending Requests	X					
Toggle Notifications***	X	X	X			
After Closure…						
Edit Admin Cost Tab	X	X	X			
Edit Submission Details Tab	X					
Indicate Fee Payment	X	X	X	X	X	
Overwrite Release Responsive Records	X	X				
Re-open Cases	X	X				

*Edits can only made on cases and tasks assigned to the user.

**An Extend Due Date Task is generated that must be approved by a National Team or Coordinator.

***A notification cannot be turned off by a lower role if a higher role has turned it on.